

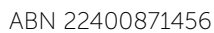


**WATSONIA
NEIGHBOURHOOD
HOUSE**

ANNUAL REPORT

July 2017 – June 2018





www.watsonianh.org.au





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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 Management and run by paid staff with assistance from volunteers.

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

Classes

- Patchwork Quilting
- Scrapbooking
- Artability
- Creative Art
- Mosaics
- Creative Encyclopedia
- Acrylic painting
- Tai Chi

Groups

- Social Art
- Book Club
- Men's Breakfast
- All Craft
- Friendship
- Competitive Scrabble
- Social Scrabble
- 500 Cards
- Walking
- Sewing
- I Am
- Carer Support

- Sustainable Watsonia
- Monday Night Games
- Plastic Free July
- Survive and Thrive Community Mentoring Program
- Boomerang Bag Making

Workshops

- Basic Home DIY for beginners
- Composting
- Declutter for a Simpler Life
- Positive Parenting
- Transition Towns
- Job Wise

We have provided community services to;

- people with physical and mental illness
- people experiencing social isolation
- people on low incomes and economically disadvantaged
- 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.

We are in the second year of our 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

With good will and clear intentions a lot can be achieved. This year we built on a solid financial foundation and enthusiastic committee with hosting some great professional development events, celebrations and introduced new elements to the programme.

We farewelled long standing committee member Phil Strode at our Christmas lunch with a hope he wouldn't go too far away, and an appreciation for all his support in setting up a strong foundation for us all going forward.

With some strategic risk management training with VMIA our state government insurer, coupled with reflection and discussion and checking, we implemented some important policy changes and practices. This impacted our market and we met with interested stall holders several times and explored several solutions, however we couldn't raise enough interest in the new revised structure that fulfilled governance requirements in a new format. With many markets around already, we recognised it may not be time yet for another Watsonia market, although we are always open to new ideas and approaches.

We hosted a fabulous Autumn afternoon on International Women's Day with many community outcomes. Thanks to all who took part. Whether it was jam making, organising the garden stall, setting up or helping with the



dish washing. We welcomed Ms Terri Earle representing Mr Colin Brooks MP, several Banyule councillors including Mayor Mark Di Pasquale, Cr Tom Melican, Cr Craig Langdon and our guest of honour and speaker Cr Alison Champion, representatives from Bendigo Bank and Connected Communities who also presented a grant for \$9,940 to support our Survive and Thrive Community Mentoring program for women re-establishing themselves and their families after family violence. Thank you to Jane Belfrage for the very interactive harp orchestra which suited the ambience of the day and to all



our volunteers and our manager for coordinating such a celebration of the strength and resilience of women in our community. It really was a memorable and empowering day.

We have also been working on plans for extending our reach to people living with disabilities in our area, their carers and families, and are developing some vital links with local service providers. Getting the word out is a big element of running anything new.

See other areas of this annual report for further developments in our environmental stewardship, new partnerships and additions to our programme and supports for families in the area.



In building assets we have had a replacement shade sail installed, a new bike parking area, an extension to our cover over the back deck and new LED security lighting to make our House a safer place. Thanks to both Watsonia RSL and Banyule Council for the funding to make these improvements happen.

We appreciate the ongoing support and recurring funding from the Victorian State Government Department of Health and Human Services through the Neighbourhood House Coordination Program. We are especially thankful to Banyule City Council for the significant increased recurrent funding as well as the ongoing support they provide us through building and maintenance, advertising and networking opportunities. We will continue to extend our services to the community and find new ways to welcome people in our increasingly diverse local community.

A big thanks to all the committee, volunteers and staff for your diligence, your warmth and your willingness to do whatever is needed. This great teamwork was provided by committee members - Phil Strode, Bob Regan, Nikki Burden, Lia Caelli, Pamela Walker, Cheryl Findlay, all our fabulous volunteers, so many of you, and our generous, capable and collaborative staff- this year Julie Pegg, Rose Perera and our wonderful Neighbourhood House Community Development Worker AND Manager Lucie Holden - together we bring it all together so it looks effortless.

A handwritten signature in black ink that reads 'K. Barling'.

Katherine Barling | *President*





MANAGER'S REPORT

This year we have continued to work towards strengthening *Watsonia Neighbourhood House* as a responsive and inclusive community organisation. We are committed to supporting our community members to be resilient and safe and engaging with a diverse range of people through our programs and services.

This year we have focussed on a number of challenges affecting our community. The prevalence of family violence is a major issue. It can have long term psychological and physical impact on the individual women and children who experience it and there is significant correlation between family violence and homelessness, problem gambling and drug use. We provide support through family violence specific programs and referrals to

professional services, as well as through social inclusion, life skills and community awareness raising initiatives.

In addition to our work supporting women who have experienced family violence we have partnered with Banyule City Council to deliver a program to support young new parents (aged 18 to 24 years). The Small Talk program provides a weekly facilitated session for young parents to develop greater confidence and their parenting skills. We have enjoyed welcoming young parents and their babies to the House.

This year we were thrilled that Banyule City Council increased our funding from \$15,000 pa to \$30,000 pa. This represents recognition that we provide valuable services to our community and strengthens our long history of working collaboratively with council. I would like to thank Councillor Rick Garotti and his fellow councillors for their ongoing support.

Now that we have achieved a stronger financial position we have been able to invest back into the organisation and deliver improved services to our community. One of these initiatives was the appointment of Julie Pegg to the 12 month position of Community Garden Coordinator. Since our garden is a valuable asset to the House and the local community, we have been thrilled to see it thrive and flourish over the past year. Julie has engaged with a diverse volunteer team in the garden including people with disabilities.





The garden continues to provide a welcoming and relaxing space for everyone.

I would like to thank our staff and team of volunteers for sharing their time and skills in so many ways, including facilitating social groups, helping in the office and the garden and making the House such a welcoming and enjoyable place. I also appreciate the support and hard work of our volunteer Committee of Management who provide governance to the organisation and help shape our strategic direction.



Thank you to the support, encouragement and hard work of Julie Johnston, our North East Neighbourhood House Network Manager. Her tireless efforts and dedication on behalf of our network make our Houses more sustainable and enable us to get on with the job of providing quality services to our community.



An on a final note, you may have noticed our new logo. After a considerable consultation process with staff, volunteers and participants, we collaborated with Michelle Wallace from Wallace Creative to develop our new logo design. We are thrilled with the result and it reflects our organisation perfectly. Our new logo represents our leafy, natural surroundings with the heart of our House reaching out to everyone in our community.

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.

This year we have focussed on a number of community challenges including responding to family violence. Family violence is a significant preventable problem that is the result of complex social, political and economic drivers that are historically entrenched. It occurs across all ages and backgrounds but predominantly affects women and children. One in three women experience physical or sexual violence by someone known to them. Of those women who experience family violence, more than 50% have children in their care.

We are committed to playing our part in *Change the Story* (national shared framework for the prevention of violence) and contributing to a safer community built on respect and equality. We are responding with local actions to address the drivers of violence, meeting the needs of people in our community who have experienced violence and raise community awareness of the issue.

We were successful in receiving a grant from Connected Communities which provided funding to deliver the Survive and Thrive community mentoring program. This program supports women who are rebuilding their lives and recovering from the long term impacts

of family violence on themselves and their children. It provides opportunity for women to incorporate positive strategies into their lives and give them tools to break free from the cycle of family violence. Through constructive conversations we work with women to be empowered, exercise their right to live without fear, to explore personal development with dignity and respect and fulfil their potential.



One in four Australian women has experienced **emotional abuse** by a current or former partner,

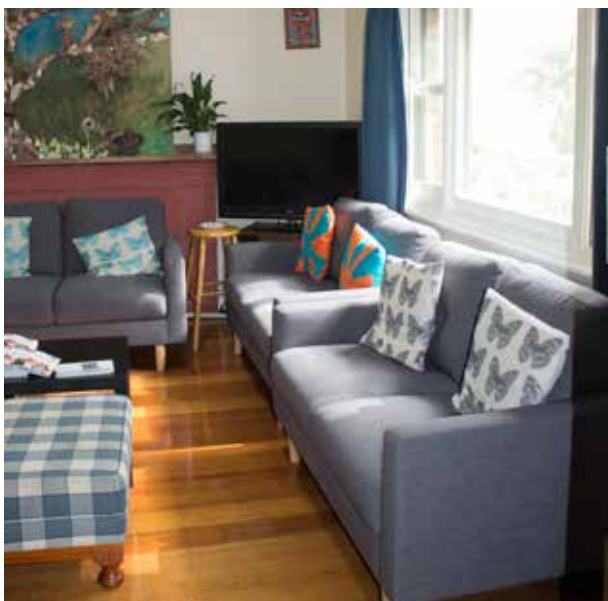
Do you know someone rebuilding after abuse?

Survive & Thrive is a program that helps people move forward after living in a controlling, abusive and/or violent situation.

1. Australian Bureau of Statistics (ABS), 2012.



We have been looking at ways we can influence prevention of violence in our community and have developed a Family Violence Action Plan which will be implemented in conjunction with our 5 year Strategic Plan. Our staff and volunteers received training from Women's Health in the North (WHIN) to develop our skills to identify and respond to family violence. This has strengthened our capacity to understand the issues affecting victim survivors and be more responsive to their needs.



To further support families, we ran a Positive Parenting workshop. The workshop was presented by Anu Krishnan, an Applied Psychologist and Social Worker. Participants developed their skills in bringing out the best in their children, learned effective positive parenting strategies and how the type of parenting they experienced influences their own parenting style. By providing

opportunities for parents to enhance their existing skills and knowledge, we help to build strong and nurturing relationships within families and encourage resilience and positive self identity in children.

This year we have continued to be responsive to the needs of people in our community in particular those who experience discrimination or disadvantage. We are developing a monthly mutual support group for parents and carers of adults on the autism spectrum and have been running a monthly inclusive games nights to give families an opportunity to socialise in a safe, warm and welcoming place. Our Disability Action Plan connects our inclusive activities with the objectives of our 5 year Strategic Plan and ensures that our work remains intentional, coordinated and responsive to changing needs.



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.

Watsonia Neighbourhood House is concerned about the impact of environmental damage and climate change on our community. We continue to be engaged with environmental sustainability initiatives playing our part to create a resilient and safe community.

Our Community Garden continues to flourish as a place for all our community to enjoy. This year we employed a Community Garden Coordinator to be responsible for the maintenance of the Community Garden as a thriving, sustainable and productive asset of *Watsonia Neighbourhood House*. Julie Pegg was appointed to the role, providing inclusive community engagement and capacity building opportunities with an environmental sustainability focus. She also lead a diverse team of Community Garden volunteers including people with a range of disabilities. We thank Julie and her team of gardening volunteers for their work this year.

During Plastic Free July 2017, we launched the Watsonia Boomerang Bag project. Our group has been working hard this year to



transform unwanted fabric into washable and reusable bags (shopping and produce bags). Thanks for generous community donations of old sheets, doona covers and curtains we have made and distributed around 700 bags across our local community. We were nominated for a Banyule City Council Volunteer Award in the Community Group category and have been working collaboratively with other Boomerang Bag groups in Banyule. We are very proud of how this group has evolved and is a true reflection of the community development principles and our organisational values. When the group





stop for lunch each Wednesday, the kitchen is a buzz with sharing, laughing and cotton threads!

Members of the Boomerang Bag making group held a street stall in Watsonia Road shopping strip to raise awareness of the damage single use plastic bags are causing to our environment and animals. We concluded Plastic Free July with a lovely zero waste community lunch and sharing of our learnings and challenges in our attempts to live plastic free.

This year we have run our Food Rescue program with donations of fresh fruit, vegies and bread from local traders. This program provides local people with access to healthy food and diverts unwanted food from landfill.

We are concerned that negative impacts of climate change will be disproportionately experienced by the most socially and economically disadvantaged. They have the least capacity to adapt and be resilient to climate change impacts. Vulnerable community members include people with mental health issues, people with disability and their families/carers, people who are experiencing homelessness, women and children who have experienced family violence and people on low incomes. Climate change will exacerbate existing inequalities and out of this concern we have developed an Environmental Sustainability Action Plan to capture and coordinate all our sustainability initiatives.





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 actively support local groups in our community through providing the use of our House for meetings, workshops and social gatherings. Groups include Local Energy Transfer Scheme (LETS) Diamond Valley Northern Suburbs groups which has been a part of our community for over 20 years. Several members of this group also volunteer at the House and provide an exchange of skills and labour. Another group is Cohousing Banyule, who meet on a regular basis to discuss alternative housing options for people who are looking for alternatives to the current isolating suburban model. Cohousing offers opportunities for people to live together while maintaining independence and be a part of the design and building process from the outset.



In March, we celebrated International Women's Day with an event in our community garden. It was a fantastic morning, and was well attended by local residents, House participants, local traders and small business owners, members of Victoria Police and Banyule City Councillors Craig Langdon, Tom Melican, Mayor Mark di Pasquale and our guest of honour Councillor Allison Champion. We were also presented a cheque for \$9,940 from Connected Communities to support our Survive and Thrive family violence support program. In addition to the community participation and socialisation that happened on the day, there were some fabulous



community building outcomes since the event including;

- Colin Brooks MP office offered a part time office cleaning position to one of the Survive and Thrive participants
- Laura, a participant in the Survive and Thrive program gave a moving and insightful speech at the event that had a significant impact on all of the attendees
- We had an enquiry direct from the community to join the survive and thrive group

Jane Belfrage (our harpist at the event) attracted interest in participating in her new harp group and we supported her new business by facilitating the establishment of contacts with Neighbourhood Houses Victoria and Connected Communities to play and provide workshops at their events.

We have also delivered some new life skills programs and workshops to support community members to live more independent and engaged lives. Our Job Wise program supports unemployed people and job seekers to improve their resume writing, interview and networking skills. Participants undertook vocational assessments to determine their career aspirations and options to build on their

existing skills and interests. Our DIY for Absolute Beginners program enables community members to be empowered and self reliant, as well as learning skills that can support independent daily living through the development of practical skills to undertake tasks around the home. These workshops produced excellent results for the participants and we are proud of their continuing achievements.

Finally, we are thrilled with the wonderful new artwork on our front door. Thanks to Cheryl Findlay, our talented Acrylic Painting teacher and Committee of Management volunteer, for creating an entry point that truly reflects our values and makes our House even more welcoming.





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.

We enjoy working collaboratively with other organisations and groups and have a range of partnerships, both formal and informal. This year we collaborated with the Banyule Neighbourhood Houses and Learning Centres and the North East Neighbourhood House network to successfully lobby council to increase our annual funding agreement.

We presented to the Mayor and Councillors and produced a video showcasing the work that we do. We also spoke at a Council meeting to support their proposed budget for 2018-2019 and were thrilled when the budget was passed. By working together, we were able to achieve a fantastic result that will benefit our community.





We have also been collaborating with Olympic Adult Education (OAE) to deliver some pre-accredited training. As a registered Learn Local organisation, OAE have allocated some of their Victoria State Government funding to us to resource some life skills programs. In return, we have shared our programs with OAE so they can expand the learning opportunities to their local community.

We work closely with Banyule City Council to deliver services and programs. This year we have been included on their community reference group for council's Towards Zero Waste strategic plan. We also partnered with the Waste Education Coordinator to deliver a declutter workshop for the second year running. The Small Talk program for young parents is the result of a collaboration with council's Youth and Family Services department.

We continue to work more closely with libraries and transition groups to support each other and share information and resources.

We actively participated in the successful campaign *We deliver! Will you?* with other neighbourhood houses across Victoria to lobby state government to honour it's election promise for additional funding to our sector. We asked our community to sign postcards in support of our campaign and together with Mill Park Community House presented them to Colin Brooks MP, state member for the Bundoora Electorate. We also presented him with our own campaign cake, made by a passionate volunteer. The result of the campaign was a \$21.8 million increase in funding to our sector and we appreciate the support from Colin Brooks.



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.

After several years of strategic financial management measures, we are in a much stronger financial position. Our increasingly robust balance sheet means that the organisation remains financially sustainable. With a reduced focus this year on building cash reserves we have invested funds into our Community Garden through the year long employment of a Community Garden Coordinator. There have been some fantastic community development outcomes and next year we will strengthen this investment through the appointment of a Project Worker.

Our Committee of Management is responsible for governance and continues to adhere to best practice principles so that we meet our organisation's purpose and that we are financially viable. These principles ensure that we are accountable, compliant, responsive, democratic and representative, informed and values based. On this last point, our values are core to our decision making and service delivery framework.

Responsible risk management has been central to our governance this year. After a review of our Risk Management strategy, we identified a number of areas we could improve our processes to identify and manage our risks. This has resulted in some notable changes to our room hire and employment policies.

By continuously reviewing our governance arrangements, we are making sure that we remain responsive and compliant to legal and funding changes in our sector. This year Consumer Affairs have made changes to their reporting requirements for incorporated associations that are registered charities with Australian Charities and Not for Profit Commission. These changes have resulted in a more streamlined reporting process for us.



TREASURERS REPORT

Watsonia Neighbourhood House gratefully receives grants from the Department of Health and Human Services and the Banyule City Council.

These grants cover employment and major program expenses.

In addition, the House receives income for project grants such as Survive and Thrive, Jobwise and DIY (Do it yourself maintenance projects for around the home). Some of this income is provided by the private sector. The Bendigo Bank, through its subsidiary Connected Communities, has made a substantial contribution to our 2017/2018 and 2018/2019 budgets.

The facilities provided by *Watsonia Neighbourhood House* and the welcoming environment has seen corporate room hire and room hire from our community partners develop into a significant contributor to our overall income. Class and group activities continue to attract increasing participation and their fees also contribute in a significant way to our overall income.

In 2017/2018 our income amounted to \$171,000 and this is expected to rise to \$185,000 in 2018/2019.

Our organisation's expenses have increased mainly because of increased employment expenses which also involved the employment of a Community Garden Coordinator. Service charges have increased for *Watsonia Neighbourhood Houses* like all other organisations. Office and operating expenses have remained steady but we anticipate these expenses will need to increase in this financial year to cover the upgrading of the office computer systems.

The total expenses are expected to rise to around \$169,000 this year up from the 2017/2018 expenses of \$162,000.

It was pleasing that even with the employment of additional staff and the provision of new programs that the house was still able to record a profit of \$9000 for the 2017/2018 financial year. It is anticipated that the profit will be even higher this financial year. It should be around the \$16,000 mark.

This means that *Watsonia Neighbourhood House* continues to be in a very good financial position. This provides us with the opportunity to fund valuable programs in the future and engage in other worthwhile community activities.

Lucie Holden, our Manager, has secured many valuable program grants over the last few years and continues to search and apply for grants relevant to the organisation.

Rose Pererra continues to supervise the day to day finances at the House and provided me with the Profit Statements and Balance Sheets for my monthly reports.

Evan Butterworth, an accountant, provided us with valuable advice at the end of the year while auditing our accounts and helping finalise our 2018/2019 budget.

To all these people I express my gratitude for keeping the finances of the House in such a healthy state.



Bob Regan | Treasurer

FINANCIAL STATEMENT

1 July 2017 – 30 June 2018

Profit and Loss Statement

for the year ended 30 June 2018

| INCOME | 2018 \$ | 2017 \$ |
|----------------------------|------------|------------|
| Class Fees & Groups Income | 21,824 | 26,410 |
| Fundraising & Donations | 1,775 | 3,106 |
| Grants | 100,226 | 88,705 |
| Interest Income | 541 | 438 |
| Other Income | 8,495 | 1,816 |
| Room Hire | 37,927 | 30,462 |
| Total Income | 170,789 | 150,937 |

| EXPENSES | 2018 \$ | 2017 \$ |
|--|------------|------------|
| Advertising & Fundraising | 2,037 | 999 |
| Bank Fees | 347 | 252 |
| Computer Expenses | 1,410 | 1,732 |
| Depreciation | 5,613 | 350 |
| Electricity, Gas & Water | 3,680 | 2,421 |
| House, Staff & Volunteer Supplies | 1,748 | 1,813 |
| Insurance | 1,388 | 2,070 |
| Membership & Subscriptions | 1,089 | 983 |
| Printing & Stationary | 900 | 2,132 |
| Project Expenses | 5,316 | 3,490 |
| Provision for Leave Entitlements | -1,076 | 1,088 |
| Repairs, Maintenance & Cleaning | 1,503 | 1,011 |
| Salaries | 112,894 | 87,258 |
| Staff Training / Workforce Development | 1,159 | 1,658 |
| Superannuation | 11,355 | 8,290 |
| Telephone & Internet | 2,018 | 2,018 |
| Tutor Payments | 10,308 | 12,788 |
| Total Expenditure | 161,688 | 130,351 |
| Net Operating Income | 9,101 | 20,586 |

Balance Sheet
as at 30 June 2018

| | 2018 \$ | 2017 \$ |
|--|--------------------|--------------------|
| Current Assets | | |
| Cash at Bank | 89,534 | 71,170 |
| Petty Cash | 200 | 200 |
| Prepayments | 1,389 | 1,502 |
| Accounts Receivable | 3,011 | 2,545 |
| | 94,134 | 75,417 |
| Non Current Assets | | |
| Property, Plant & Equipment at cost | 28,067 | 28,067 |
| Less Provision for Depreciation | -20,860 | -15,247 |
| | 7,206 | 12,820 |
| Total Assets | 101,340 | 88,236 |
| LIABILITIES | 2018 \$ | 2017 \$ |
| Trade & Other Creditors | 0 | -246 |
| Grants received in advance | 4,970 | 1,380 |
| Fees received in advance | 840 | 896 |
| Provision for employee entitlements | 19,143 | 20,219 |
| ATO — BAS Liability | 5,148 | 3,849 |
| Total Liabilities | 30,101 | 26,098 |
| Net Assets | 71,239 | 62,138 |
| Represented by Equity | 2018 \$ | 2017 \$ |
| Opening balance | 62,138 | 41,552 |
| Add / Less Current Year Net Operating Profit/ Loss | 9,101 | 20,586 |
| Total Equity | 71,239 | 62,138 |

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 2018



Katherine Barling | President



Pamela Walker | Secretary

DID YOU KNOW?

The number of hours that volunteers have contributed this year has increased 24% from 85 hours per week in 2016 to 105 hours in 2017.

One of our Artability class participants with additional needs won a prize for her entry in an annual exhibition of visual art created for people living with a disability.


We have been supporting Friends of Aminya, who are a group of local residents working together to improve and protect the amenities of Aminya Reserve.

A new bike rack was installed by council in our car park.

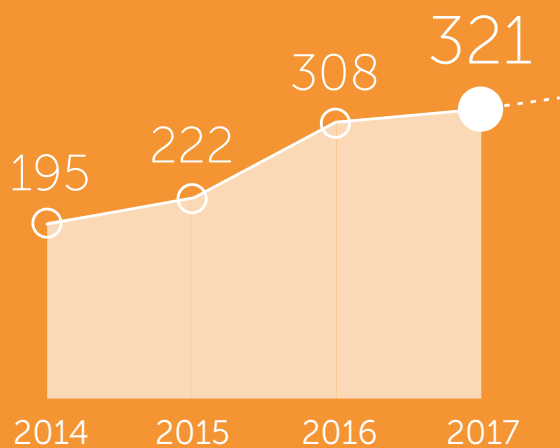
Identifying community needs

We identify community needs through;

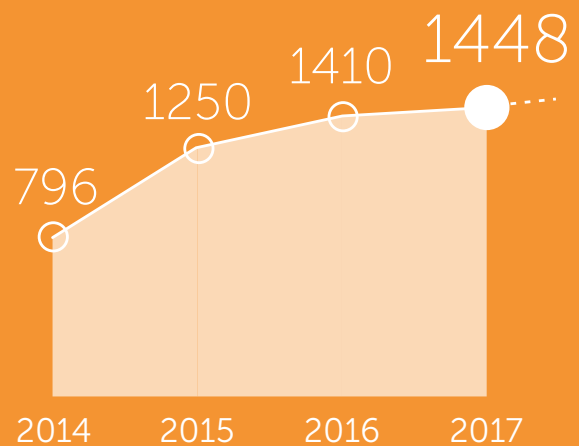
- Consultation with other organisations and community groups
- Refer to Banyule Council community plans
- Use of data from annual Neighbourhood Houses Victoria participant survey
- Community consultation
- Suggestion box
- Social media
- Review of Australian Bureau of Statistics demographic data
- Everyday conversations with people who come to *Watsonia Neighbourhood House*



Number of people that participated in programs at Watsonia Neighbourhood House during an average week.



Total number of sessions we have delivered for the year.



Support Services

We also offer support services including;

- Free tax help — assistance to prepare and submit annual tax returns for low income earners
- Room hire — access to our facilities by community groups and partnership organisations
- *Food rescue program* — distribution of fresh food
- Monthly market supporting local micro businesses
- Access to internet and wifi
- Collection point for *Diamond Valley Food Share*
- Recharge Point — access to electricity for people who use electric wheel chairs or scooter
- Referrals to other community organisations and community services



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