



Charlton Neighbourhood House
Annual Report
1 July 2019 to 30 June 2020



CHARLTON NEIGHBOURHOOD HOUSE
The heart of our community.



EQUIP YOURSELF FOR LIFE, NOT SOLELY FOR YOUR OWN BENEFIT, BUT FOR THE BENEFIT OF THE WHOLE COMMUNITY”

-GENERAL SIR JOHN MONASH

Charlton Neighbourhood House base our planning on the community development model. This model enables communities to identify and address their own needs, with the assumption that each community has existing strengths and assets that make them part of the solution.

This year has been a particularly challenging year for everyone with the coronavirus pandemic. As we close this financial year's reporting period our doors have been closed to the public since March 16th and they will remain closed to the public until the Department of Health and Human Services allows us to reopen.

We have continued to support the community as best we can under the COVID-19 restriction guidelines from behind closed doors. We will continue to support the Charlton and wider Buloke community during this difficult time and continue to create opportunities for individuals and groups to enrich their lives through connections and strengthening the community during this difficult period. We will continue to deliver appropriate community activities and services to address the current needs and will work closely with community organisations, businesses, government, and philanthropic organisations to seek funding and support.

We are here for the Charlton community and will endeavour to find ways to equip our residents for the benefit of the whole community.

Charlton Neighbourhood House acknowledges the Traditional Custodians of the land that we work and learn on, the Dja Dja Wurrung, their diversity, histories and knowledge, and their continuing connections to land and community. We pay our respects to all First Nations People, and Elders of past, present and future generations.



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Who We Are



Our vision

Charlton Neighbourhood House is a vibrant and dynamic organisation that cares, values and develops our community.



Our mission

To deliver social, recreational, health and educational support services informed by the need of the Charlton Community.

Statement of Purposes

Charlton Neighbourhood House through its Statement of Purposes, proposes to:

1. **To provide relief** with respect to poverty, sickness, suffering, distress, and helplessness whenever it is encountered in the community we serve.
2. **To provide information**, advice, assistance, support, material aid and relief to people adversely affected, whether directly or indirectly, by natural disasters or emergencies.
3. **To enhance the wellbeing** of all members of the community we serve through the provision of general information, advice, guidance, support and appropriate referral.
4. **To establish and maintain effective networks and partnerships** with other local and regional community support agencies and service providers.
5. **To work proactively in the community** to identify unmet needs and opportunities for programs, activities and services that will enhance the quality of life for individuals, families and the community in general and to actively advocate for the provision of required resources.
6. **To provide comprehensive, accurate and up to date touring information** and advice to people visiting or contemplating visiting Charlton and/or the Townships of Buloke Shire and surrounds.
7. **To provide opportunities for lifelong training and learning** which are relevant to the interests and aspirations of the community we serve. Including but not limited to informal personal interest courses, personal development courses, vocational pathway courses and formal training and education from Certificate I to Advanced Diploma level.
8. To provide, on a fee for service basis, a comprehensive and high quality, **secretarial and administrative support service** to;
 - a. local not for profit voluntary organisations including but not limited to sporting and service clubs, social and recreation clubs, and
 - b. for profit organisations including but not limited to local small businesses.
9. **To provide opportunities for the development of local creative talent** including but not limited to the display and sale of art, sculpture, photography, crafts, music, theatre, cinema, dance and literature, including static displays and live performances and/or screenings of material of local, state, national and international significance.
10. **To provide opportunities for the development and display of local indigenous culture, art and history** including static displays and live performances and/or screenings of material of local, state, national and international significance.

STRATEGIC PLAN 2019-2021

Strategy	Aim	Objective	Outcome
Community Ownership	To provide opportunities for individuals and groups to connect to the community.	To create a sense of belonging and pride	Ensure the Charlton Neighbourhood House resources are identified and matched to the needs of the community.
Community Participation	To recognize that everyone has a valuable contribution to make.	To acknowledge that people are an integral part of our community and should be valued and appreciated	To create opportunities for likeminded people to have input into specific projects/events/decision. To work in partnership with volunteer organizations. To provide a platform to link all community members together. To mentor people to increase their skills.
Empowerment	To put into practice a process that respects, values and enhances peoples' ability to have control of their lives; strengthening our positive belief in community.	To encourage people to meet their needs and aspirations being more aware of their skills, experience and potential.	To upskill our volunteers.
Access & Equity	To advocate for everyone in the community.	To assist the community to meet their identified needs.	To assist community groups by advocating for their identified cause. Be an incubator of new ideas generated by the community. Be a receptacle for the ideas of the community.
Life-long learning	To provide opportunities for learning both formally and informally.	To enable and support the development of personal skills, knowledge, abilities and resilience.	Offer a range of hobby/interest courses. Meeting student contact hours for Learn Local. Introduce the 'Be Connected' course. Provide opportunities for volunteers and community to further develop skills.
Inclusion	To value the diverse contributions that people make and to be sensitive to their individual needs.	To explore and acknowledge diversity in our community.	Incorporation of culturally diverse activities into existing programs. Identification of the breadth of diversity in our community.
Networking	To create alliances, to collaborate and to work with individuals, groups, other agencies, government and businesses.	To identify our key partners, and to manage and maintain positive relationships.	Promote local and economic development /tourism/resourcing. Growth of the Charlton Neighbourhood House.
Advocacy	To advocate for everyone in the community.	To assist the community to meet their identified needs.	To assist community groups by advocating for their identified cause. Be an incubator of new ideas generated by the community. Be a receptacle for the ideas of the community.
Self Help	For people to share information, knowledge, skills, and life experience to enable them to reach their own personal goals.	Provision of a safe, supportive and inclusive environment.	Charlton Neighbourhood House is regularly open to the public, is adequately staffed with trained facilitators ,is sufficiently resourced.
Social Action	Understanding factors impacting on the community and to foster relationships which promote community cohesion.	To be aware and to be cognizant of local conditions. To be aware and cognizant of local groups and individuals and their capacity there in.	Resources and skills and knowledge of the Charlton Neighbourhood House Co-ordinator are matched to local conditions. Fostering an event/activity/ program that encompasses a diverse range of people or groups from our community.

OUR PEOPLE

Committee of Governance

President

Kaylene Cossar

Vice President

Deb Whykes

Secretary

Susan Harley

Treasurer

Rebecca Cossar

Members

Barry McKenzie

Dora McGeown

Jack Collins

Jayne Burton

Leanne Rose

Marea Judd

Margaret-Anne Wright

Our wonderful volunteers have contributed extensive volunteer hours in 2019-2020.

1,740 hours NH Committee
615 hours NH Admin Support
138 hours Op Shop Committee
806 hours Volunteers Op-Shop
240 Hours Tourism
80 hours Course delivery
120 hours Youth Group, 2nd Tuesday
Book Club, Diabetes & Carers.

That is an extremely conservative

3,739 volunteer hours

invested in the Charlton Community by our volunteers. These words seem inadequate but,

THANK YOU

Staff

Coordinator

Markus Phillips(commenced April 2020)

Kim Collins (finished February 2020)

Administration Officer

Deborah Finlay (commenced Jan 2020)

Casual Staff

Leanne Rose

Swimming & Exercise Staff

Kasey King, Apryl Start, Ernest Moore

Volunteers

Julie McGurk

Ying Li

Amy Duckworth

Bev Elstob

Chris Binney

Bryan Pederson

Cheryl Kemp

May Chester

Carolyn Olive

Hayden McKinnon

Richard Porter

Dora McGeown

Jack Collins

Community Connector

Local Talent

Administration Assistant

Administration Assistant

English & Math Tutor

English/Mandarin Tutor

2nd Tuesday Book Club Convener

Diabetes Group & Carers Group Convenor

Tourism

Information Technology

Strategic Support

Youth Group Leader

Youth Group Leader

Op Shop Volunteers

Liz Minister

Jennie Perdon

Elaine Wicks

Lyn Minoque

Barbara Brash

Gill Gretgrix

Op Shop Committee

Deb Whykes

Richard Porter

Liz Minister

Leonie McGurk

Jan Stott

OUR ORGANISATION

The Charlton Neighbourhood House is governed by a volunteer Committee of Governance of eleven representatives with backgrounds in agriculture, banking, business, education, emergency management, health, local government, retail, banking and youth. Decisions regarding planning, activities, policies, and procedures of the House are shared by the Committee, Coordinator, Volunteers and the Community. This snapshot depicts how we have implemented our strategic plan within our statement of purposes.

- 1. To provide relief-** in conjunction with St. Vincent's de Paul, Haven Safe Home, and various government agencies we are able to refer people to supporting agencies.
- 2. To provide information and support during natural disasters and emergencies-** we work with appropriate authorities to deliver this to the residents of Charlton and surrounding districts. In the case of COVID-19 these partners have included Federal, State and Local Government, East Wimmera Health Service, and many support agencies such as Headspace, Beyond Blue, Lifeline and Charlton Forum and CCCI.
- 3. To enhance the wellbeing of all members of the community-** we endeavour to provide information of upcoming community activities, create opportunities for activities and events to promote inclusion, physical and mental health, and wellbeing. Some examples of these for the previous year have been the establishment of swimming, water exercise, gentle exercise, and walking programs, along with the promotion of health awareness days and weeks such as R U Ok Day.
- 4. To establish and maintain effective networks and partnerships** with other local and regional community support agencies and service providers. Charlton Neighbourhood House have established many partnerships across a scope of sectors to produce outcomes. Our partnerships with Buloke Shire Council, Mallee Neighbourhood House Network, EWHS, LLEN, Buloke Women's Network and Charlton Forum have been instrumental in delivery of community development programs. We currently add community voice to the River Redevelopment project, Charlton Streetscape and are coordinating a partnership meeting for the organisations responsible for the 25 Charlton projects currently under consideration. Partnerships with Charlton Arts and Charlton Chamber of Commerce & Industry have allowed us to assist with economic stimulus through the Three Walls project as has our relationship with OK Motels and the Rex Theatre.
- 5. To work proactively in the community** to identify unmet needs and opportunities for programs, activities and services that will enhance the quality of life for individuals, families and the community in general and to actively advocate for the provision of required resources, is the basis for our planning and actions.
- 6. To provide comprehensive, accurate and up to date touring information** and advice to people visiting or contemplating visiting Charlton and/or the Townships of Buloke Shire and surrounds. Our strong relationship with Charlton Forum and funding provided by Commonwealth Bank has allowed us to produce a seasonal tourism event brochure that is delivered to all hospitality, accommodation, and tourism venues.
- 7. To provide opportunities for lifelong training and learning** which are relevant to the interests and aspirations of the community we serve. Including but not limited to informal personal interest courses, personal development courses, vocational pathway courses and formal training and education from Certificate I to Advanced Diploma level. Even through the complexities of COVID-19 we have been able to continue to offer online training to the residents of Charlton. Prior to the pandemic we have offered a range of courses from graffiti painting to accredited courses, with a strong focus on upskilling youth through Heywire funding.
- 8. To provide, on a fee for service basis, a comprehensive and high quality, secretarial and administrative support service** has continued to be delivered even behind closed doors in a contactless manner.
- 9. To provide opportunities for the development of local creative talent** we have worked with Charlton Arts to provide opportunities for arts and culture promotion, most notably with the seasonal production of Saloon D'Art showcasing local talent and the training of a local mural artist Kyle Torney through the Three Walls project.
- 9. To provide opportunities for the development and display of local indigenous culture, art, and history.** We have successfully obtained a Bendigo Community Bank Challenge Grant of \$20k to be used to leverage additional funding for the development of a First Peoples Art Trail. We are working with Dja Dja Wurrung, Buloke Shire, Charlton Park, Charlton Arts and Charlton Forum to seek funding through Creative Arts Victoria in August for this project.



\$38k

Imported to local community in grant funding



AUSPICE GROUPS

Charlton Youth Group
 2nd Tuesday Book Club
 Charlton Carers Group
 Charlton Diabetes Group
 Charlton Early Morning Swimming Group
 Charlton Walking Group
 World Action Development Group

PARTNERS

Buloke Shire Council
 Mallee Neighbourhood House Network Buloke
 Neighbourhood House Cluster Charlton Forum
 Charlton Chamber of Commerce & Industry
 Charlton Arts
 Buloke Tourism
 Charlton Golden Grains Museum
 Charlton Courthouse Gallery
 Charlton College
 North Central Trade Training Centre Charlton
 Charlton Community Car Committee
 Charlton Traffic Safety Education Centre
 Charlton Park
 East Wimmera Health Services
 North Central LLEN
 Dja Dja Wurrung Clans Aboriginal Corporation

CHARLTON

Real Impact. Real Value.



VALUE
\$70,926

**This community value
equates to:**

\$1.87 for every \$1 of income

\$1.19 for every \$1
of Neighbourhood House Coordination Program
funding

Over **\$44.33** for every hour the neighbourhood
house is in use

**This figure includes
the value of:**

Improved quality of life through
social connection: **\$36,007**

Volunteer contributions: **\$28,889**

Emergency relief provided: **\$1,200**

Services provided: **\$1,008**

Employment value

1.06 FTE jobs

including 0.8 direct and 0.3
indirect
Full Time Equivalent positions

FROM OUR PRESIDENT

It gives me great pleasure to present our first report operating as Charlton Neighbourhood House for a full financial year.

As we produce this report our community like all of Australia, particularly Victoria are facing a great uncertainty and as we brace for the challenges ahead, we are grateful that this house was funded so we can assist with the response and recovery required for this pandemic. As we negotiate the difficult path ahead and the unknown challenges, we can assure you that the Charlton Neighbourhood House will be here to offer care, support, and compassion. We will endeavour to keep the Charlton community connected during this period of isolation and when we are able, we will open our doors and help celebrate the resilience and strength that our community is known for.

I feel humbled and privileged to be involved with a team of committed, passionate and driven people, with the singular goal of improving their community, who have collectively achieved tremendous results over the past 12 months. I would like to acknowledge the tremendous contribution made by all staff and volunteers to the Neighbourhood House and thank them for their dedication and hard work. It has been a wonderful opportunity to play a part in this organisation.

Local partnerships underpin the majority of the work undertaken by our house and I would also like to thank our many partners and the Charlton community for embracing and supporting the organisation.

A diverse range of work has been undertaken over the last 12 months. We have had a strong focus on health and wellbeing of our residents, thanks largely to Musculoskeletal Australia funding and have been delighted to be able to offer, access to early morning swimming, water exercise and gentle gym exercise programs, along with the establishment of a walking group that we hope to resume once restrictions are lifted.

Arts and Culture have also featured strongly in this year's outputs with further Saloon D'Art events featuring local talent, a partnership to extend the OK Motel to a weekend event, and delivery of the Three Walls Art Murals as a tourist attraction. We have also been successful with a challenge grant from Bendigo Community Bank to leverage funding for a First Peoples art project and are seeking funding for a further two art tourism projects.

Youth has also been a high priority. We were excited to arrange a visit from Santa for family photos and help him reply to letters. The graffiti art workshop during the Three Walls weekend festivity was well received, as has the free First-Aid, RSA and Barista accredited courses for school leavers funded through FRRR/Heywire.

We continue to seek recurrent and grant funding for our financial security, to assist us to deliver a range of events, courses and programs and assist us to develop our community organisation.

As we move into further challenging periods ahead for 2020, please be assured that the Charlton Neighbourhood House are working with all necessary parties to ensure the best outcomes for the Charlton community.

"On a personal note I would like to take this opportunity to thank our staff Kim, Deb and Markus for their outstanding work over the previous twelve months.

I would also like to acknowledge the tremendous contributions, insights and passion for community development of my fellow committee members Deb, Susan, Margaret-Anne, Leanne, Barry, Marea, Jayne, Dora and Jack.

I would like to particularly thank our funding partners and our Treasurer Rebecca for the incredible and professional manner that she undertakes our finances. "

-Kaylene Cossar

FROM OUR COORDINATOR

Well, what a huge challenge has been presented since the Charlton Neighbourhood House 2019 Annual Report.

From the huge success of the first year's operation with so many courses, events, activities, and highlights, to a time now where our doors are closed to the public and communication is by phone, emails or Zoom conferences. The Charlton Neighbourhood House has continued to receive 25 hours per week funding through the DHHS, with other income being generated from course fees, funding grants, office services and printing. Prior to the COVID-19 restrictions the House had been open 5 days per week from 10:30am to 4:30pm with co-ordinator and volunteer hours. Presently we are open by appointment to assist people's needs and provide support as required. Being closed goes directly opposite what the Neighbourhood House tries to achieve; a safe, happy place where people can get together to connect, learn and contribute. Educational, lifestyle and recreational courses dictated by the needs of our community bring people together from all backgrounds and create opportunities for future work possibilities or personal enrichment. Up until February this year we were successful in running many popular courses and activities including the gentle water exercise and early morning swimming groups, the walking group, Responsible Service of Alcohol, First Aid and CPR courses to name just a few.

The Charlton Neighbourhood House continues to forge good relationships with Buloke Shire, the Chamber of Commerce, The Charlton Forum, the Mallee Network of Neighbourhood Houses, and a variety of service

providers here in town and elsewhere. We were pleased to be able to print for the Chamber of Commerce their great initiative of a new 'shop local' campaign with free membership to the Chamber and distribute those around town. Some businesses have availed themselves of our printing service that we have offered at a discounted rate during these difficult times. A service directory of business, sporting clubs and groups has been updated for future needs. The Charlton Community Car continues to be a very popular service to the town, providing non-urgent transport to medical specialist appointments in Bendigo, Melbourne, and other regional towns. Even during the restricted times, the car was often making 3 trips a week, thanks mainly due to the selfless volunteers who continued to drive. Deb Finlay is always at the ready taking bookings and checking the welfare of many regular users of the service. A big thank you must go out to the Charlton Rex Theatre, particularly Hayden McKinnon and David Pollard. Those odd times where there has been a technical issue or concern, they have been straight down to get it sorted. Hayden also has done updates on the CNH web page which continues as a work in progress. The House has been fortunate to have use of these premises so centrally located and accessible (in normal times) to our community.

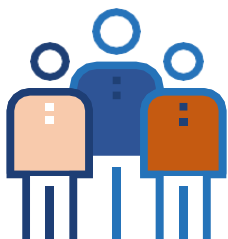
I must also mention the huge thanks that we owe here to all our volunteers. Prior to the shutdown, they helped keep the Neighbourhood House running and providing a great service to the community. For everyone's safety, we have not often called on our volunteers, but when we have

needed the occasional assistance, they have been more than willing to help. We hope that more people will get involved volunteering into the future. When appointed to the role of co-ordinator at the start of April there was, and still is, a lot of unknowns about what the Charlton Neighbourhood House could do, or what our role even looks like going forward. With the guidance and support of the Committee of Governance, I feel we have more than ever provided a great source of information and positive news to our community. Even though face to face contact has not been possible, our newsletter pages, mailouts, window displays, and Facebook posts have shown how important a service like the Charlton Neighbourhood House is to a community, and what a void there would be without it. In closing, I feel that the Charlton Neighbourhood House will go from strength to strength into the future. With an established and enthusiastic group of local people on the governing body, and our volunteers always at the ready, we are in a terrific place to take advantage of what is presented when COVID-19 is over. Working always in mind of our strategic plan, we hope to continue delivering the services that people have previously enjoyed in our short time of operation and offering activities and courses relevant to our community's needs. This is the challenge, and the answer for our future continued success.

Markus Phillips

OUR YEAR IN NUMBERS

1 JULY 2019 – 30 JUNE 2020



Our makeup

11

Committee Members

13

Volunteers

7

Auspice Groups

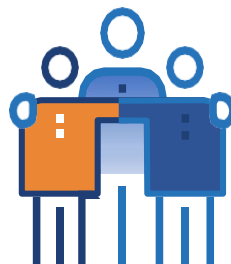
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Social Enterprise

6

Social Enterprise
Volunteers

5

Social Enterprise
Committee Members

Some statistics of the year



109

Community car trips
that administration and
volunteer coordination
was provided for

23

Letters of Support
for community
funding

9720

Dumplings made at
Table for 12

1257

Attendees at courses and events



16

Organisations that working
partnerships were formed or
maintained with

Promoting our community



235

new Facebook likes



6713

Largest monthly Facebook engagement (April 2020)



2000

video views for NH Week



5780

Newsletters printed

1300

Tourism brochures



13

Average monthly website clicks

Supporting our community



12

Event deliverables in partnership with other organisations



Partnership/supporting organisation for 2 pending grants totalling

\$2.25m



19

Courses offered

Chemical Handlers Certificate
Boat Marine Licence Course
Table For 12
Early Morning Swimming
Provide First Aid and CPR
Responsible Service of Alcohol
Walking Group
Water Exercise
Gentle Exercise and Dancing
Graffiti Workshop
Firearms Licence



Pending Grant submissions:

Principal applicant of **11**

Grants totalling

\$165,000 across a range of deliverables including health and wellbeing, community development, youth, arts, and culture.

“What an asset the Neighbourhood House has been to the community in the first 12 months alone. The committee should be congratulated for the remarkable job they have done in establishing it”

- Kelvin

Pictorial highlights of the year

Table for 12



Dumpling House

@ Charlton A & P Show



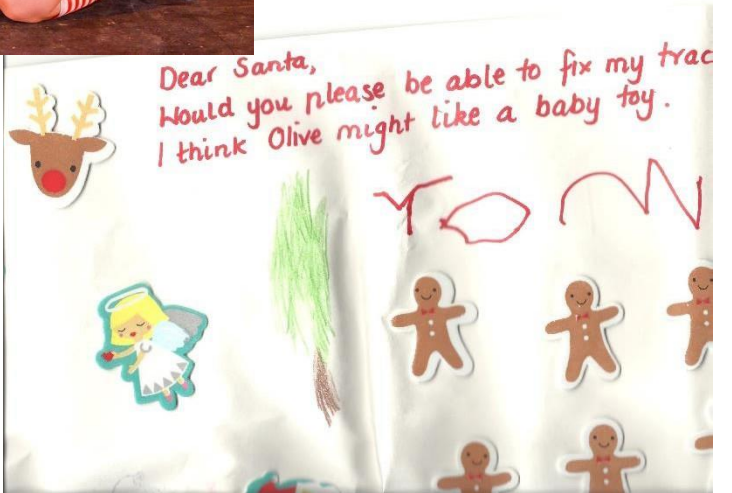
Three Walls



OK Motels



Santa Letters & Photos



Saloon D'Art





First birthday



Catering for Film Festival



Activities



Coronavirus

Like everyone, our business was hit hard by the pandemic. Our plans for the year were rapidly being postponed and with a new coordinator commencing, the committee hastily developed some contingency planning. Things may have looked different, but we were determined to respond to this crisis. We were the community representative at the weekly Buloke Community Support Meetings and the three Presidents of Charlton Neighbourhood House, Forum and Chamber of Commerce had a teleconference weekly to establish needs and responses for the community. Most importantly we needed to ensure that everyone in the community knew they were not alone. Telephone trees were created, essentials delivered and technology training to keep in touch with remote relatives and friends was established.



Attention all farmers, gardeners, spray contractors and grounds keepers. Did you know the AQF3 Chemical Accreditation course (also known as "Chemical Handling Certificate or Chemical Ticket") needs to be renewed every 5 years? We are calling for expressions of interest to hold training spots. Spots are limited for this course. Please call 0473-759-456 or message us for more information.



TABLE FOR 12 - STIR FRY

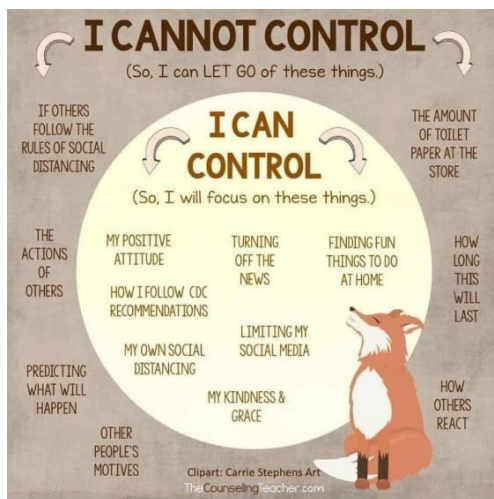


Learn how to make a delicious stir fry. Healthy, quick and easy to prepare.

Wednesday, March 18th.



Staying Connected

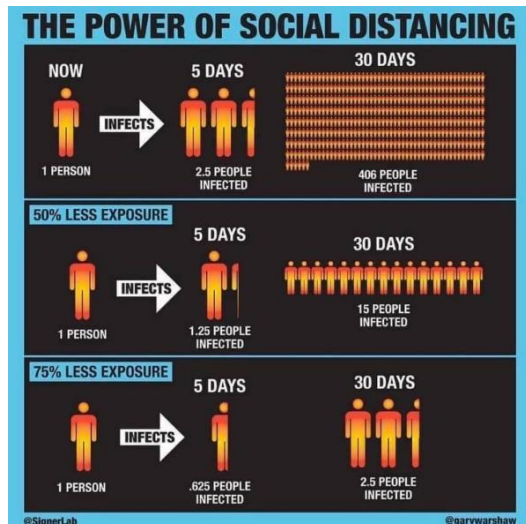


We started with weekly letter drops and window posts but could not keep up with the changing situation. We took to telephones and Social Media, not just for connection and checking in but for a distraction from the terrible isolation.

We themed our posts-

- Mental Health Monday
 - Touchbase Tuesday
 - Wonderfully Creative Wednesday
 - Thankful Thursday
 - Friday Fun Day
 - Friday Feature- bonus historical features
 - Sounds of Saturday- musical interludes.
 - Sharing Sunday
- & everyday was information day.

Virtually we held Bear Hunts, Easter Parade's, Story Time, library dates, technology classes, Book Clubs, ANZAC tributes, on-line training, committee meetings, staff trainings.



Charlton Neighbourhood House are encouraging the younger population in our community to put a smile on the face of residents in our aged care facility. Restrictions due to the corona virus limit residents contact with the community.

Please write a letter and/or draw a picture. Letters can be mailed to:

Charlton Nursing Home, 2 Learmonth Street, Charlton, 3525

OR there is a little post box just right to the hospital entrance and letters can be popped in there, collected and shared with the residents. Share the LOVE.



“Thank you for everything that you have all done to make ISO a little more bearable!”
-Maria



“The history and culture of the traditional owners is deep and long. We need more of these stories to be shared. Thanks for sharing this one”
-Ellen

We reminded everyone of the fun times we had in the past, that we would do again.

We reconnected with many old residents and reminded them there would come a time when we could all travel again to enjoy each other's company.

We remembered the many people in the past who had difficult times prior to this.

We told historical stories of the town to gain a better understanding, to reminisce and generally just for fun.

We paid tribute to those who had contributed to our wonderful community.

We celebrated Neighbourhood House Week, National Volunteer Week, Farm Safety Week and Reconciliation Week.

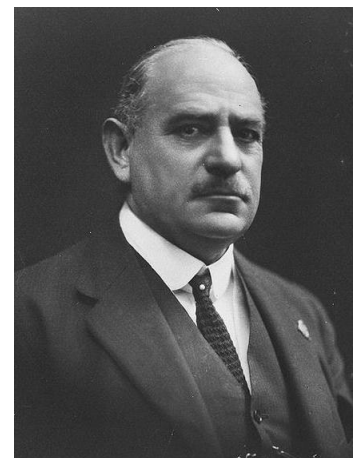
We tried to stay connected throughout, after all Loneliness- the solution is community!



“Congratulations to the Charlton Neighbourhood House for the engrossing posts.”

- Sue M.

“Great read, what interesting history you are providing for all to read
-Sue W.”



We thanked the community for continually doing the right thing and adhering to the restrictions. At the end of the financial year we are happy to report that Buloke Shire Council area has reported zero coronavirus cases.



SOCIAL ENTERPRISE- CHARLTON OPPORTUNITY SHOP

Once again as a small rural community we continue to gain great benefits from our volunteer run Op Shop in High Street.

Our Manager Liz Minister continues to take care of the everyday operations and organises her dedicated band of volunteers. Because of their dedication and generous time, they allocate to the running of the Op Shop, clothing, blankets, and small household items are always on display, are repurposed and soon become another person's treasure.

Our small Committee of Management are very thankful for their generosity and it continues to provide greater connections throughout our community.

A big thankyou to Richard and Leonie who have continued to oversee The Op Shop financials and administrative tasks.

Unfortunately, due to the Covid pandemic since March we have had to close our doors for a month in the first wave and again for another month due to the second wave. We have now been able to reopen and doors much to the delight of many to be able to call in and catch up for a social chat or purchase items as everyone had been 'staying home to stay safe.'

The funds from sales at The Op Shop have allowed us to assist with IGA food vouchers to those in need. We were able to cover the costs of a successful Kite Day which allowed children to create and fly their own kites.

We contributed bags of clothing along with a neighbouring Op Shop which formed part of a container with items that were donated to 'Homeless in The Streets Program' in Melbourne.

We donated to the Charlton Court House to purchase display stands.

\$600 was donated to the Charlton Croquet Club to enable them to replace curtains in their Club house.

The commitment of our volunteers keeping the doors open from 10. 00am until 3. 00pm Wednesday, Thursday and Friday and 10. 00 until 12 noon Saturdays has assisted many organisations in our town over the past 12 months.

Thank you to each one of you.

In December 2019, the Neighbourhood House arranged a pre-Christmas social gathering for all volunteer groups under their auspice with a great night of fellowship had by everyone in attendance. It was a wonderful way of acknowledging everyone's efforts throughout the year and was very much appreciated.

May our Op Shop continue to flourish and once again our hats off to our wonderful group of volunteers.

Wishing you all a healthy and safe lead up to Christmas 2020.

Deb Whykes.

Chairperson, Charlton Op Shop.



CNH Op Shop Income Expenditure 2019 - 2020

Income	July	August	September	October	November	December	January	February	March	April	May	June	Total YTD
Interest	5	3	2	1	1	1	1	1	1	1	1		16
Sales	1,479	920	1,200	1,397	1,473	1,051	986	1,088	1,187	-	1,014		11,795
Donations	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
Totals	1,484	923	1,202	1,398	1,474	1,051	986	1,089	1,188	1	1,015		11,810

Expenses	July	August	September	October	November	December	January	February	March	April	May	June	Total YTD
Water	-	-	-	-	309	154	-	-	-	64	-	-	527
Electricity	164	125	166	125	88	96	82	94	99	73	58		1,171
Eucy Oil	-	450	-	-	450	-	-	450	-	450	-		1,800
Honey	-	333	-	-	-	-	-	-	-	-	-		333
Rent	737	-	737	368	-	737	368	-	368	-	368		3,684
Telephone	60	63	57	58	64	59	61	57	58	55	55		646
Donations	500	600	-	-	375	-	-	-	899	-	-		2,374
Relief	-	200	-	-	300	-	-	-	-	-	-		500
Other	-	-	-	-	-	-	-	8	-	12	-		20
Insurance	-	-	-	-	-	-	-	2,000	-	-	-		2,000
Total	1,461	1,771	960	551	1,585	1,045	511	2,609	1,424	654	482		13,054
Y-X =													1,244

Bank	30/06/2019	13,732
Income to	31/05/2020	11,810
Total		25,542
Expenses to	31/05/2020	13,054
Bank	31/05/2020	12,488
+/- O/S chqs		-
Bank Statement 31/05/2020		12,488
YTD Loss =		1,244

CHARLTON YOUTH GROUP



2020 has been a difficult year for the Charlton Youth Group. In January, February, and March we were finalising the last details for our highly anticipated FReeZA event; Below Zero, however due to the outbreak of COVID-19 we were strongly suggested to postpone Below Zero to prevent potential outbreaks in the Buloke Shire. Since then we have tried to find another date to re-host our FReeZA, which has been a struggle since restrictions and lockdowns have stood in our way. It has been challenging to find safe and fun ways to connect Charlton youth with one another whilst still social distancing and abiding by social restrictions.

Despite 2020 being a challenging year for all. It has been a valuable time for us, as a youth group to brainstorm and realise the importance of connecting with others in order to maintain relationships and upkeep the mental health of youth amongst us. As we begin to ease back into a 'normal' world, the youth group aims to bring back the social aspect of our lives and continuing to engage, connect and inspire youth.

CHARLTON 2nd Tuesday Book Club

During the latter half of 2019, our Book Club continued to meet and participate in lively conversation discussing a range of fiction and non-fiction. As is the culture of the book club laughter and friendship being ever present. We finished our year with a Christmas lunch at member Pam's home with the theme of "The goddesses that we are".

Sadly in 2020 we have only been able to meet on two occasions, but we look forward to being able to gather again to swap book ideas and stories.



FINANCIAL REPORT

The audit report has been prepared by Rebecca Cossar who expresses the opinion that this Financial Report presents a true and fair view of the financial position of Charlton Neighbourhood House as of 30 June 2020.

I am pleased to present the financial statements of Charlton Neighbourhood House Inc. for the year ending 30th June 2020, and what a strange year it has been. With the doors to our House having been closed to the public since March in response to the COVID-19 pandemic the ability to provide many of our basic services has been significantly reduced, however the coordinator and committee members should be commended for their tireless work behind the scenes to support the local community and reduce the impact of social isolation.

The transition to Xero Cloud based software has proved beneficial. Staff are now able to review their own payroll information at any point in time through their employee login. The software has also proven very efficient in tracking employment costs against project grants allowing for straightforward and accurate acquittals.

Outside of income from the Department of Health and Human Services Neighbourhood House Coordination Program we successfully applied for a number of grants during the year. These included the FRRR/Hey Wire 'Charlteens' grant aimed at providing opportunities for the youth of our community, an 'Acting Neighbourhood for Older Australians (ANOA)' grant from Musculoskeletal Australia, 'Flexible Local Transport' grant from Department of Transport to further the scope of the Charlton Community Car, and the 'Be Connected' grant from Good Things Foundation which will be used to support older people in our community learn digital skills.

The provision of courses was extremely well received, with several general interest courses reaching capacity very quickly. Facilitation of Diabetes Victoria's Life! Program and catering for the Charlton Film Festival also proved profitable. 'Other Revenue' was generated via the sale of hand sanitiser throughout the Buloke Shire. Sanitiser stock on hand as at the end of June is valued at \$1,355.

Expenditure for the period as outlined in the financial reports totalled \$96,122 and mainly consists of remuneration expenses associated with the employment of our coordinator. Wages between December and March also included those paid to casual staff facilitating the ANOA group activities and morning swim group and the relief coordinator.

Facilitator fees accounts for \$6,000 of the total 'Course Expenses' figure, whilst the purchase of hand sanitiser totalling \$11,903 is allocated to 'Office Expenses'. It must be noted that the sum of \$8,246 allocated under 'Cleaning' is aligned with hand sanitiser sales and adjustments to inventory. These two expenses, as with the 'Other Revenue' discussed previously are considered once-off items.

Overall, the net profit of \$49,145.14 and total equity figure of \$118,314 demonstrate the sound financial position of Charlton Neighbourhood House Inc.



Rebecca Cossar
Treasurer
26/10/2020

Statement of Profit and Loss for the year ended 30 June 2020

CHARLTON NEIGHBOURHOOD HOUSE INC. ABN: 62755237375

Profit and Loss

Charlton Neighbourhood House Inc.
For the 12 months ended 30 June 2020
Cash Basis

	Jun-20	Jun-19
Income		
Administration Income	1,105	-
Course Facilitation	5,955	-
Course Fees	13,071	2,379
DHHS Funding	78,331	52,519
Grant Funding	29,455	3,500
Interest Income	388	250
Internet Income	-	7
Other Revenue	7,956	990
Printing & Photocopying Income	5,307	1,361
Sales	1,056	2,047
Total Income	142,623	63,053
Less Cost of Sales		
Photocopier & Printing	3,153	433
Total Cost of Sales	3,153	433
Gross Profit	139,470	62,620
Plus Other Income		
Donations	940	73
Extraordinary Income - Cash Boost Payment	4,857	-
Total Other Income	5,797	73
Less Operating Expenses		
Advertising	1,006	568
Bank Fees	31	10
Catering	1,124	114
Cleaning	8,246	90
Course Expenses	9,051	2,720
General Expenses	100	10,055
Grant Expenses	1,000	-
Guest Speakers	-	1,500
Historical Adjustment	-	(50,684)
Insurance	1,529	2,676
Light, Power, Heating	-	71
Office Expenses	13,757	1,324
Portable Long Service Leave	658	-
Rent	2,100	(33)
Staff Training & Conference Fees	823	991
Stationery	1,334	2,176
Subscriptions	1,710	1,269
Superannuation	4,242	2,051
Telephone & Internet	548	180
Travel - National	369	548
Uniforms	145	164
Wages and Salaries	48,349	17,737
Total Operating Expenses	96,122	(6,476)
Net Profit	49,145	69,169

Charlton

Statement of Financial Position As at 30 June 2020

CHARLTON NEIGHBOURHOOD HOUSE INC. ABN: 62755237375

Balance Sheet

Charlton Neighbourhood House Inc. As at 30 June 2020

	30 Jun 2020	30 Jun 2019
Assets		
Bank		
Business Account	58,218	35,397
Employee Entitlements	9,255	-
Grants	28,046	-
Sandhurst Managed Fund	21,155	20,835
Total Bank	116,673	56,231
Current Assets		
Accounts Receivable	1,180	(500)
Inventory	31,877	9,601
Total Current Assets	33,057	9,101
Fixed Assets		
Computer Equipment	7,937	7,920
Office Equipment	5,193	2,978
Total Fixed Assets	13,131	10,898
Total Assets	162,861	76,230
Liabilities		
Current Liabilities		
GST	2,944	3,623
PAYG Withholdings Payable	10,309	3,182
Pre-paid MasterCard	(276)	(582)
Superannuation Payable	366	1,685
Suspense	(1,393)	(956)
Wages Payable - Payroll	1,002	565
Total Current Liabilities	12,952	7,516
Total Liabilities	12,952	7,516
Net Assets	149,909	68,715
Equity		
Current Year Earnings	81,194	68,715
Retained Earnings	68,715	-
Total Equity	149,909	68,715

Statement by Members of Committee of Governance

CHARLTON NEIGHBOURHOOD HOUSE INC. ABN:

In the opinion of the Committee of Governance of Charlton Neighbourhood House Inc.:

a) the financial statements and notes of Charlton Neighbourhood House Inc. are in accordance with the Associations Incorporation Reform Act (Vic) 2012 and the Australian Charities and Not-for-profits Commission Act 2012, including:

- i. giving a true and fair view of its financial position as at 30 June 2020 and of its performance for the financial year ended on that date; and
 - ii. complying with the Australian Charities and Not-for-profits Commission Regulation 2013; and
- there are reasonable grounds to believe that Charlton Neighbourhood House Inc. will be able to pay its debts as and when they become due and payable.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee of Governance by:

Kaylene Cossar

Rebecca Cossar



President
Dated: 15 October 2020



Treasurer
Dated: 15 October 2020

ACKNOWLEDGEMENTS

We wish to express our extreme gratitude to these organisations for their ongoing support. Their contribution ensures we can continue delivering meaningful outcomes for the Charlton Community.

We would also like to acknowledge these partners who assist us to deliver positive outcomes for our community.



Department of Transport



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Timeless Treasures Tearooms
St. Vincent's de Paul
Haven Home Safe
Charlton Arts

This report can be viewed online at: www.charltonnh.org.au. Hard copies of this report can be obtained from our office:

Charlton Neighbourhood House

30 High Street (Inside Rex Theatre)

Charlton, Victoria 3525

Open 10.30am-4.30pm Monday to Friday

Contact Us-

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Coordinator- Markus Phillips 0473-759 456 coordinator@charltonnh.org.au



Charlton Neighbourhood House