*Portarlington Neighbourhood House Inc*



AGM Agenda &

Annual Reports 2022-2023

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# AGM Agenda

Friday 20th October 2023, 5.00pm in Parks Hall

1. Welcome and apologies (quorum =20)

3 Minutes for approval

* Minutes of Special General Meeting held on 2 November 2022
* Minutes of AGM held on 2 November 2022
* Minutes of General Meeting held on 21 June 2023

4 Accept financial report for the year ended 30 June 2023

5 Accept annual strategic performance report 2022-2023

6 Election of members to the Committee of Management for 2023-24

* President
* Vice-President
* Secretary
* General Committee Members (3)

*[The positions of Treasurer and Assistant Treasurer are CoM appointments]*

7 Recognition of 2023 retiring committee members (President)

8 Meeting close

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# Meet the PNH TEAM

#### Committee 2022-23

Margaret Belfrage - President

Michael Ryan – Vice-President &

Risk & Compliance portfolio

Stella McLean - Treasurer

Sue Aspinall - Secretary

Marg Jucker - Events Team leader

Rob Kolomeitz - general committee

*Resigned during term:*

* Di Kolomeitz
* Robert Walton

#### Employees

Rob Sztogryn - Program Manager

Kate Hayes -Administration Assistant/Communications

#### Office Assistants

Annie Bugejar

Carmen Spiteri

Diane Chaffers

Diane Ryan

Jackie Chase

Julie Walker

Katie Hall

Pauline Sandow

Phyllis Perry

Sue Aspinall

Di Kolomeitz (grant writing)

#### Activity Facilitators

Adrian Scott

Anne Whisken

Beth Sternbeck

Bev Bardsley

Dale Afflitto

Des Lawrence

Dianna Scott

Doreen Freeman

Elise Clemments

Emelia Kurek

Fred Wachtel

Gemma Tobschall

Hayden Whisken

Jackie Milne

Jan Flemming

Jennifer Kurtze

Jenny Macaulay

Jillian Rees

John Mathews

John Robothom

Julie Noble

Julie Walker

Liz Korzla

Marg Jucker

Margaret Belfrage

Mark Bardsley

Marta Cweik

Mary Micallef

Michael Ryan

Murray Rees

Pearl Wilson

Peta Connell

Peter Drew

Phyllis Perry

Rachel Sumich-Antonik

Rene Soury

Ron Thomas

Ruth Wachtel

Sally MacDonald

Stan Rusiniak

Suzie Omond

Vic Ryall

#### Event Managers/event personnel

*Event Team*

* Marg Jucker
* Gemma Tobschall
* Rita Burleigh
* Juliet Gavens
* Rob Kolomeitz
* Michael Ryan

Jenny Macaulay (writing group public readings & public art displays)

Dale Afflitto (Portarlington Harmonica Band)

Peter Drew (Repair Cafe)

#### Gardner

Rob Kolomeitz

#### Ad hoc volunteers

About 10 regular volunteers - various duties

More than 73 roles (2 employees plus member roles), with many members taking on more than one role and many ad hoc volunteer roles (70-80 volunteers in total).

Finance Statement

The PNH Committee of Management has determined that the association is not a reporting entity, and this special purpose financial report should be prepared in accordance with accounting policies significant to the Portarlington Neighbourhood House Inc.

In the opinion of the 2022-23 committee, the financial report attached:

* Presents a true and fair view of the financial position of the Portarlington Neighbourhood House Inc. as of June 30th 2023, and its performance for the year ended on that date.
* At the date of this statement, there are reasonable grounds to believe that Portarlington Neighbourhood House Inc. will be able to pay its debts as they fall due.

This statement is made in accordance with a resolution of committee on 22nd September 2023 and is signed for and on behalf of the committee by:



President

Margaret Belfrage

Treasurer 

Stella McLean

22nd September 2023

# Financial Report 2022-23

Stella McLean, Treasurer

The Financial Statements of Portarlington Neighbourhood House Inc. for the financial year 2022-23 are on the following pages. As per the Balance Sheet and the Profit and Loss Statement:

* Total equity for the year 2022-23 was **$157,390.83** compared with $185,264.77 in 2021-22
* Total income for the year 2022-23 was **$187,342.61**, and expenses **$215,216.55**

(2021-22 total income was $175,220.80 and total expenses $189,796.91)

* Deficit for 2022-23 was **$27,873.94** compared with a deficit of $14,575.91 for 2021-22.

**Please NOTE:**

1. CoGG Utility costs under the 60 hour lease agreement came to **$30,013.13**. This figure is in dispute with CoGG. It should be much less. PNH has not yet received a statement of credit from CoGG. PNH stopped paying CoGG invoices in January 2023 and will continue non-payment of monthly CoGG utility invoices until the utility fee dispute is resolved.

If this disputed figure was resolved in 2022-23 then -

* 1. Estimated gross profit from activities is $14k
  2. Estimated overall operational deficit is $12-$14K (similar to the 2021-22 financial year)
  3. Total equity should be greater.

1. The statement of liabilities does not include grants not yet acquitted, and pre-paid activity coupons not yet redeemed, as our finance system cannot identify these yet. This means the actual liability and total equity are slightly less than stated.
2. In 2022-23 gross profit from operational income streams was approximately $8K (i.e. $294.46 from activities and $7,649.48 from events). This was supplemented by other business income and a small surplus from DFFH funding of the Program Manager’s employee costs (gross profit total approximately $14k).

Other Business includes the State government power rebate scheme where PNH received $10 for every rebate processed.

In 2022-23 overhead costs were approximately $42K (i.e. $33,756.57 for office/administration and $8,308.64 for governance/committee expenses).

Hence the operational deficit was approximately $28K ($14k-$42k =$ -28k).

If the CoGG utility fee dispute was resolved, then the estimated operational deficit would be less but not enough to ‘break even’. PNH still needs to find approximately another $14K to have an operational profit (or break even) in 2023-24.

1. The Financial Strategy for 2023-24 as part of the Strategic Action Plan 2023-24 expects an operational deficit of less than $10,000. The plan includes increased activity fees as in 2022-23, increased membership fees in 2024 and aims to continue using fundraising events to subsidise the growing overhead costs. PNH should be achieving a sustainable operational profit in 2024-25.
2. Committee has estimated that $150,000 be held as part of the Risk Plan to cover expenses, especially if DFFH reduce or stop funding for Neighbourhood Houses, or PNH requires emergency accommodation. Hence, this healthy equity will be held while PNH is running with an operational deficit.

## Balance Sheet

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Account** | **30 June 2023** | **30 June 2022** |
|  |  |  |  |
| **Assets** | | | |
|  | **Bank** | | |
|  | Debit Card PNH | 541.29 | 5,073.69 |
|  | Port Neighbourhood House | 28,364.39 | 70,938.73 |
|  | TD Bendigo Bank | 135,453.67 | 134,860.65 |
|  | **Total Bank** | **164,359.35** | **210,873.07** |
|  | **Current Assets** | | |
|  | Accounts Receivable | 815.00 | 4,000.00 |
|  | Float | 200.00 | 200.00 |
|  | **Total Current Assets** | **1,015.00** | **4,200.00** |
|  | **Fixed Assets** | | |
|  | Computer Equipment | 497.00 | 0.00 |
|  | Equipment | 4,000.00 | 0.00 |
|  | **Total Fixed Assets** | **4,497.00** | **0.00** |
| **Total Assets** |  | **169,871.35** | **215,073.07** |
|  |  |  |  |
| **Liabilities** | | | |
|  | **Current Liabilities** | | |
|  | Accounts Payable | 2,643.48 | 0.00 |
|  | Garden Club Funds Holding Account | 251.30 | 0.00 |
|  | Historical Adjustment | 871.05 | 871.05 |
|  | PAYG Withholdings Payable | 5,658.00 | 23,613.00 |
|  | Rounding | 0.14 | 0.00 |
|  | Superannuation Payable | 3,056.55 | 5,324.25 |
|  | **Total Current Liabilities** | **12,480.52** | **29,808.30** |
| **Total Liabilities** |  | **12,480.52** | **29,808.30** |
|  |  |  |  |
|  | **Net Assets** | **157,390.83** | **185,264.77** |
|  |  |  |  |
| **Equity** | | | |
|  | Current Year Earnings | (27,873.94) | 0.00 |
|  | Retained Earnings | 185,264.77 | 185,264.77 |
| **Total Equity** |  | **157,390.83** | **185,264.77** |

## Profit & Loss Statement

For the year ended 30 June 2023

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  | Income | Expenses | Profit/Loss |
| **Activities (members only)** |  |  | **48,106.51** | **47,812.05** | **294.46** |
| Activity Income/Coupons | 48,106.51 |  |  |  |  |
| Activity EXTRA catering |  | 35.31 |  |  |  |
| Activities equipment & resources |  | 4,355.51 |  |  |  |
| Activity Facilitator Costs |  | 11,811.80 |  |  |  |
| Activity kitchen supplies |  | 499.77 |  |  |  |
| Activities IT Subscriptions |  | 362.78 |  |  |  |
| Activities non IT subscriptions |  | 110.00 |  |  |  |
| Activities Venue Hire - other than Parks Hall |  | 623.75 |  |  |  |
| CoGG Utilities fees under 60hr lease |  | 30,013.13 |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | Income | Expenses | Profit/Loss |
| **Events (open to non-members)** |  |  | **22,914.75** | **15,265.27** | **7,649.48** |
| Event Income | 16,514.75 |  |  |  |  |
| Event Grants | 6,400.00 |  |  |  |  |
| Event Catering |  | 7113.83 |  |  |  |
| Event entertainers or professional event management |  | 1,300.00 |  |  |  |
| Event Equipment & Resources |  | 4,623.95 |  |  |  |
| Liquor Licence Expenses |  | 788.50 |  |  |  |
| Event entry fees, subscriptions & permits |  | 190.00 |  |  |  |
| Event Travel (bus hire) |  | 1,248.99 |  |  |  |
| Event venue hire |  | 0.00 |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | Income | Expenses | Profit/Loss |
| **Other Business** |  |  | **5,627.22** | **3,816.93** | **1,810.29** |
| Other Business income (sales) | 2,077.16 |  |  |  |  |
| Film Society Memberships | 3,550.06 |  |  |  |  |
| General repairs & maintenance |  | 621.93 |  |  |  |
| Film Society |  | 3,195.00 |  |  |  |

Profit & Loss Statement for the year ended 30 June 2023-continued

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  |  |  | Income | Expenses | Profit/Loss |
| **Office/Administration** |  |  | **11,360.00** | **45,116.57** | **-33,756.57** |
| Memberships | 7,835.00 |  |  |  |  |
| Office Grants | 3,500.00 |  |  |  |  |
| Office - gifts to members etc. | 25.00 |  |  |  |  |
| Admin Assistant employee costs  (wages, Superannuation, Workcover, training, travel, etc.) |  | 27,264.21 |  |  |  |
| Phone |  | 2,719.20 |  |  |  |
| Computer Hardware/Software |  | 2,727.50 |  |  |  |
| IT support & maintenance |  | 3,365.00 |  |  |  |
| Office Stationery Supplies |  | 1,978.85 |  |  |  |
| Postage |  | 155.40 |  |  |  |
| Printing/ Copying |  | 2,960.47 |  |  |  |
| Office Travel |  | 3.00 |  |  |  |
| Gifts & catering related to office personnel |  | 231.85 |  |  |  |
| Office IT subscription |  | 3,597.09 |  |  |  |
| Office subscriptions non IT |  | 114.00 |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | Income | Expenses | Profit/Loss |
| **Governance (Committee)** |  |  | **5,616.52** | **13,925.16** | **-8,308.64** |
| Governance Income | 23.50 |  |  |  |  |
| Governance Grants | 5,000.00 |  |  |  |  |
| Interest Earned | 593.02 |  |  |  |  |
| Accounting/financial advice |  | 6,978.00 |  |  |  |
| Bank Charges |  | 601.78 |  |  |  |
| Insurance All |  | 1,416.57 |  |  |  |
| Committee development & planning |  | 1,229.97 |  |  |  |
| Committee funded events & Christmas gifts to members |  | 1,477.34 |  |  |  |
| Governance IT Subscriptions |  | 1,600.00 |  |  |  |
| Committee non IT subscriptions |  | 621.50 |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | Income | Expenses | Profit/Loss |
| **Program Manager Employee Costs** |  |  | **93,717.61** | **89,280.57** | **4,437.04** |
| DFFH Funding | 93,717.61 |  |  |  |  |
| Program Manager employee costs  (wages, Superannuation, Workcover, training, travel, etc.) |  | 89,280.57 |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  | **Income** | **Expenses** | **Profit/Loss** |
| **TOTALS for 2022-23** |  |  | **187,342.61** | **215,216.55** | **(27,873.94)** | |

# PNH Strategic Performance 2022-23

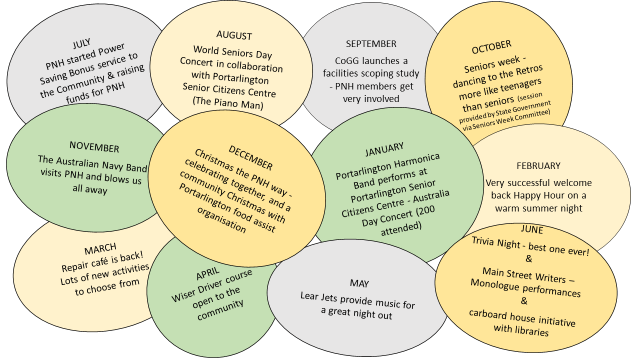
Margaret Belfrage - President

Rob Sztogryn - Program Manager

Strategic Performance is evaluated against PNH’s five strategic goals (Strategic Plan 2022-26)

Summary 2022-23

|  |  |  |
| --- | --- | --- |
| 1. **Membership** | Our membership is growing to better reflect community demographic | High membership numbers maintained. However membership is ageing and there is minimal progress towards the goal. |
| 1. **Program** | Our program is growing to meet the diverse needs of our members and the community | Excellent result in diversity of activities (expanded program of activities and activity hours available). However participation rate is not growing in parallel to higher membership and increased activity hours. |
| 1. **Community Connections** | Our community is growing in awareness and engagement with PNH | PNH has a better understanding of its diverse ‘’connections’ to community. A strong foundation for growth in community connections. |
| 1. **Culture** | Our members are supporting and engaging new ideas through friendships and connections | Overwhelming culture of volunteering! About 10% of our 700 members! |
| 1. **Governance** | Our governance and administration practices are grounded in accountability, transparency and achievement  Highlights 2022-23 | Considerable progress in development of administration and governance processes. |



## 1 Membership

*Strategic Goal - Our membership is growing to better reflect community demographics*

*Strategic Aim (Performance Evaluation Framework) - By 2026, the total number of members will be 7.5% of the total 3223 population and our membership will reflect community demographics (using census data as a guide).*

#### PNH Performance 2022-23

The number of members as at 30th June 2023 was 701 (Table1), a large increase on 2022 membership at the same time. Many memberships lapsed in April 2023 and were entered again as new members. Table 1 lists 223 new members. The number of actual ‘new members’ was more likely about 100, similar to the previous year. Graph 1 indicates the rise in membership in 2022-23 and the activity post April when membership ceases if not paid.

Committee acknowledges that membership may actually decrease in 2024 as the membership fee is increased to $20.

Table 1: **membership data**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  | | --- | --- | --- | |  | 2022 | 2023 | | Number of members as at 30th June | 563 | 701 | | Number of resignations/non-renewals | 106 | 85 | | Number of new members | 117 | **223** | | Median age of members | 68 | 70 | | Median age populations | 59 | 59 | | Ratio- number of female members: number of male members | 5:1 | 5:1 | |  |

Membership numbers have remained somewhat constant over the past 5-6 years (600-700 members). However the median age of members has increased to 70 (aim is a median age of about 59) (Table 1).

Membership as a percentage of the whole Portarlington population is between 15-16%. Membership as a percentage of over 60s in Portarlington is about 30%. PNH is the largest adult member club in Portarlington (other than the Golf Club).

Many of our 700 members are not active. At this stage we cannot measure the % of inactive members.

In 2022-23, there has been little advancement in providing activities and events for age demographics other than retirees. Pre-COVID, PNH had a children’s program. This has not been re-established yet.

PNH is not progressing in this strategic goal. Table 3 is a guide to the number of members in each age demographic that would mean PNH membership (or at least community participation) is ‘reflecting the community demographics’. Note PNH has more than 100 members aged over 80 (Table 3).

Table 3: **membership by age demographic**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | % of total population 2016 | % of total population 2021 | Target for number of members (based on 700 members) | **Approximate number of members July 2023** |
| 0-4 years | 3.7% | 2.95% | 20 |  |
| 5-9 years | 4.2% | 3.6% | 25 |  |
| 10-19 years | 7.7% | 7.2% | 50 | **3** |
| 20-29 years | 5.3% | 6.2% | 43 | **10** |
| 30-39 years | 6.3% | 7.3% | 51 | **6** |
| 40-49 years | 10.0% | 8.9% | 62 | **5** |
| 50-59 years | 13.5% | 14.2% | 99 | **34** |
| 60-69 years | 22.4% | 23.7% | 166 | **224** |
| 70-79 years | 17.6% | 18.6% | 130 | **317** |
| 80 > years | 3.9% | 7.5% | 52 | **102** |

## 2 Program of activities

*Strategic Goal - Our program is growing to meet the diverse needs of our members and the community*

*Strategic Aim (Performance Evaluation Framework) - The Program (of activities & events) will: meet purpose/mission: learning, social and community opportunities (and strategic direction); be safe & accessible; maximise member participation and be cost efficient*

#### PNH Performance 2022-23 - Activities

Activities are open to members only. There is no community data source re the effectiveness of the program from community perspective. Over the year PNH increased the **number of activities from** **72 to 88 per month**, and increased the number of **activity hours provided from about** **270 to 320 per month**. This resulted in a peak in monthly participation in May (Graph 2). Of course during school holidays and during the Celtic Festival (June) the activity hours are decreased as shown in Graph 2 (and income decreases).

The participation rate for persons with known disability is approximately an average of 7 per month. Mental Health & wellbeing hub ERMAH visited PNH several times during the year with successful integration.

Activity fees were raised in 2023 to meet rising costs. The coupons system proves to be popular and convenient for members to pay for activities.

Obviously with the number of activities increasing, **the number of facilitators increased from 40 to 50**. Many more facilitators are now being paid for service. This helps keep the program fresh. A Facilitator Handbook was implemented to ensure all activity facilitators work to the same rules, and understand their role in OH&S.

Despite an incredible effort by the Program Manager to increase membership (Table 1), and the increased diversity and number of activities, this has not maximised members participation rate (participation rate has remained constant at about 1100 per month, Graph 2), and the program of activities is not cost effective (refer to financial data). This is a concern moving forward.

#### Activities in 2022-23 - on-going

**Art & Crafts**

Card Making

Creative Art

Crochet & Knitting

Drawing & Sketching

Getting creative with mosaics

Painting for Fun

Patchwork & Quilting

Tuesday Art Group

**Dance & Music**

Big Band

Dancing in the Dark

Guitar

Harmonica Band

Harmonica with Julie

Line Dancing - Next Step

Line Dancing for beginners

Sing-a-long

Ukulele

**Literature & Learning**

Armchair Travel

Back-to-school for seniors

Book Club

Fiction Fiddlers

Main Street Writers

Non-fiction Writers

Philosophy Café

**Fitness & Relaxation**

Darts

Indoor Bowls

Meditation

Power Walking

Strength & Stretch

Tai Chi

Zumba

**Card & Board Games**

500 Card Game

Bolivia

Chess

Local Legacy

Mahjong

**Nature & Environment**

Bird Watching & Nature Ramble

Garden Club

**Portarlington Film Society** (PNH partner organisation)

#### Activities in 2022-23 - one-off or short term

Coffee appreciation

Wiser driver

Macrame

Sumi E

Lost Document presentation

#### Facilities

Many members contributed to the CoGG Portarlington Facilities Scoping Study. This study is now completed. This study revealed that Parks Hall needs refurbishment. However, there is nothing in the current 4-year CoGG budget to take this to the next stage. PNH has been negotiating with CoGG all year regarding the cost of our ’60 hour’ lease contract, the lack of proper invoices, and improvements to Parks Hall, especially for accessibility.

## 3 Community connections

*Strategic Goal - Our community is growing in awareness and engagement with PNH*

*Strategic Aim (Performance Evaluation Framework) - increased community awareness of PNH and increased engagement indicated by the number of non-member participants; marketing KPIS such as Facebook hits; and anecdotal evidence (no data in 2022-23)*

**An event at PNH is a function that is open to the community** for learning or social opportunities and to encourage non-member participation, building PNH reputation and community awareness of PNH. Hence PNH events provide community connections. Events also have potential to assist PNH fulfil the strategic goals, e.g. to promote PNH or to encourage members from all age groups, or can be for fund raising to subsidise operational costs. The diversity of PNH’s community connections is growing.

#### PNH Performance 2022-23 - Events Team

The Events Team led by Marg Jucker had another busy year. They delivered 4 tours, 2 happy-hour sessions and 5 larger events, contributing significantly to social opportunity for members. Members requested more tours via the Member Survey, however this is not supported by attendance for tours. Members also requested more music and dance opportunities. Entertainers and dance opportunities for the year included: Don Fisher, Joe Serra, Chrissy Burrell, and the LearJets. PNH members love to dance! The World Seniors Day (in collaboration with Portarlington Senior Citizens Centre), Australian Navy Band concert, and the Christmas Parties were all well attended, including the Christmas lunch in collaboration with Food Assist 3223.

The Events Team expanded their capacity for fundraising by introducing alcohol sales under a liquor licence. Overall the Events Team delivered 11 events (1 more than last year) with about 700 participants, of whom about 25% were non-members. This very successful team reported to committee directly in 2022-23 and is now reporting to the Program Manager. Thanks to the volunteers in the Events Team!

#### PNH Performance 2022-23 -Portarlington Harmonica Band

The band, under Dale Afflitto, has gone from strength to strength with several pop-up performances around Portarlington, several concerts in aged care facilities, and a large Australia Day concert at the Portarlington Senior Citizens Centre (about 200 attended). Overall the band entertained about 400 people with about 65% being non-members in 2022-23. Well done to the band!

#### PNH Performance 2022-23 -Other

Several workshop events open to the community such as the Wiser Driver course were a success. PNH also held several writing group public readings & art displays initiated and managed by Jenny Macaulay.

The Seniors Week committee sponsored a Retros concert in October and PNH was able to take a small entry fee. The Bunnings BBQ in Leopold raised some funds and gave PNH a little public exposure. PNH was present at the Portarlington Lions Club Market over the summer period.

Thanks to all the volunteers!

#### PNH Performance 2022-23 -Repair Café

Repair Café was open 10 times and serviced many member and non-member customers. This is an important environmental service, reducing waste and landfill, and increasing customers’ disposable income dollars. Thanks to the Repair Café team for this important service!

#### PNH Performance 2022-23 - Facebook hits.

It is difficult to gauge PNH reputation in the community. PNH recognises that marketing is a weakness. However, progress was made in 2022-23 in our social media capability as shown in Graph 3.

## 4 Culture

*Strategic Goal - Our members are supporting and engaging new ideas through friendships and connections*

*Strategic Aim (Performance Evaluation Framework) - Members and staff comply with the values and desired behaviours as found in the Code of Conduct Policy (PNH values - Integrity, sense of community, respect and desired behaviours - members are engaged, friendly and supportive)*

#### PNH Performance 2022-23 - member engagement in decisions

The Committee of Management aims to be transparent and engage members in decisions. In December 2022, a forum was held to determine the PNH position regarding the CoGG Portarlington Facilities Scoping Study. Many members were involved in this forum and in the campaign for PNH to be noticed, as PNH was the only organisation in the study with a facility issue.

In June 2023 a general members meeting was held to discuss the Strategic Action Plan 2023-24. Many members submitted ideas throughout the consultation period.

#### PNH Performance 2022-23 - member engagement in operations

**PNH’s biggest cultural asset is its volunteers**

Total number of volunteers 2022-23: **70-80** regular and ad hoc volunteers

Total volunteer hours for 2022-23:approximately **4100 hours** (estimated worth **$245K**)

**Thank you for every hour!!**

#### PNH Performance 2022-23 - PNH value to the community

The Community Value Report, Neighbourhood Houses Victoria 2022, calculated the value of PNH as follows:

* Improved quality of life through social connection: **$652,482**
* Volunteer contributions: **$245,038**
* Services provided: **$63,850**
* Social enterprise goods & services: **$17,062**
* This community value equates to**: $5.48** for every $1 of income and **$8.84** for every **$1** of Neighbourhood House Coordination Program funding (DFFFH)
* Over **$294.92** for every hour the neighbourhood house is in use
* Employment value: 1.7 FTE jobs

****

PNH Trivia Night 2023

## 5 Governance & Administration

*Strategic Goal - Our governance and administration practices are grounded in accountability, transparency and achievement*

*Strategic Aim (Performance Evaluation Framework) - Governance is transparent and members are engaged in decisions; achieving desired performance and continually improving. Administration practices will reflect a modern, flexible organisation, and meet overall satisfaction of members. Information and communication to members will be accessible, timely, accurate and meet needs of members. No serious incidents.*

The focus of committee in 2022-23 was to continuously improve governance processes, data integrity, performance data, transparency, and member involvement in large decisions. Committee is also looking to more evenly distribute the governance workload. Many thanks to committee members especially the Treasurer and Secretary.

The focus of office administration was continuous process improvement and modernisation.

#### PNH Performance 2022-23 - Office/Administration

Highlight was the introduction of Social Planet, software to manage many of our operational functions and data. The office team made significant progress in 2022-23 in many areas to improve processes. Highlights include: progressing the introduction of Social Planet; the coupon system; improvements to communications and value added income such as power rebates. Many thanks to the office team!

Rob Sztogryn signed an on-going employment contract.

#### PNH Performance 2022-23 - Committee /Strategy & performance

Committee, with Program Manager and member consultation, updated the Strategic Action Plan for 2023-24. This was an extensive piece of work and is now being implemented along with an up-dated Performance Evaluation Framework. PNH capacity for data collection, and making decisions based on data, is evolving.

#### PNH Performance 2022-23 - Committee /Policy

Considerable work has been given to progressing the policies in 2022-23. Committee applied continuous improvement practices to the governance document framework and the annual review process. This is on-going work. These documents are complex and are used to provide the framework for operational work.

#### PNH Performance 2022-23 - Committee /Risk & Compliance

The Risk Plan, OH&S Action Plan and Risk Register is reviewed regularly and up-to-date.

#### PNH Performance 2022-23 - Committee /Finance Management

Considerable work was undertaken to move from MYOB to Xero. The intention was to create a data base with integrity for analysis of data, comparing data from year to year. The work has progressed and is continuing. A Financial Strategy for the 2023-4 year to manage the operational deficit was developed with member consultation.

#### PNH Performance 2022-23 - Committee /Event Management

At the end of the financial year 2022-23 the management of the Events Team was moved from committee to the Program Manager. This will allow the committee to focus on governance practices and bring all operational processes under one manager.

#### PNH Performance 2022-23 - Facilities

PNH involvement in the CoGG Facilities Scoping Study was very time consuming. With member consultation, PNH made a significant submission to the CoGG process. PNH continually negotiates with CoGG for a better deal with our facility.

# Minutes

**Minutes for approval**

* Minutes of Special General Meeting held on 2 November 2022
* Minutes of AGM held on 2 November 2022
* Minutes of General Meeting held on 21 June 2023

## Minutes special general meeting 2/11/2022

Date: Wednesday, 2 November 2022, 7:00pm

Venue: The Parkview Room, Parks Hall

Chairperson: Margaret Belfrage

Minutes: Diane Kolomeitz

### Attendance:

#### Present - Members:

Jackie Chase, Peter Ashton, Marg Jucker, Diane Kolomeitz, Jude Oakley, Gemma Tobschall, Margaret Belfrage, Rita Burleigh, Rob Kolomeitz, Jan Clark, Ann Cullen, Stella McLean, Rose Talbot, Leonard Spiteri, Carmen Spiteri, Maree Ryan, Michael Ryan, Jonathan Harris, Heather Harris, Rob Parry, Marie Baggiere, Jenny Gibbs, Pat Crotty, Catherine Eagleson, Ann Cullen, Daryl Gillett, Shirley Gillet, Chris Bridge, Marianne Bulge, Eleanor Beasley, Robyn Hope, Jenny Macaulay, Wendy Cran, Dalis Law, Ken Foxcrite, Leighton Hamblin, Lorraine Hughes, David Hughes, Athalie Moss, Brenda Credlin, Linton Pearson (35)

#### - Visitors:

Rob Parry, Marie Baggiere, Pat Crotty, Catherine Eagleson, Ken Foxcrite, Leighton Hamblin (6)

#### Apologies:

Rob Sztogryn, Sue Aspinall, Phyllis Perry, Lorraine Stokes (4)

#### Proxy Votes Received:

(51 as filed)

### Opening:

The meeting opened at 7:00pm.

Margaret Belfrage, PNH President, acknowledged the Wadawurrung, traditional owners of the land, and welcomed those members and visitors present. She announced that a quorum was present for the meeting to proceed.

The purpose of the meeting was declared: to accept the changes to the PNH Constitution as advertised during the two-month consultation period. Committee did not receive any submissions or amendments to the motion during the consultation period.

### Motion:

‘That this meeting accepts the changes to the PNH Constitution, as advertised and communicated over the past month.’

**Moved:** Diane Kolomeitz  **Seconded:** Stella McLean

The motion was accepted unanimously. The changes will not come into effect until the draft Constitution is approved by Consumer Affairs Victoria.

### Close:

The meeting closed at 7:04pm.

## Minutes of Annual General Meeting 2022

Date: Wednesday, 2 November 2022, 7:10pm

Venue: The Parkview Room, Parks Hall

Chairperson: Margaret Belfrage

Minutes: Diane Kolomeitz

### Attendance

#### Present: - Members:

Jackie Chase, Peter Ashton, Marg Jucker, Diane Kolomeitz, Jude Oakley, Gemma Tobschall, Margaret Belfrage, Rita Burleigh, Rob Kolomeitz, Jan Clark, Ann Cullen, Stella McLean, Rose Talbot, Leonard Spiteri, Carmen Spiteri, Maree Ryan, Michael Ryan, Jonathan Harris, Heather Harris, Jenny Gibbs, Daryl Gillett, Shirley Gillet, Chris Bridge, Marianne Bulge, Eleanor Beasley, Robyn Hope, Jenny Macaulay, Wendy Cran, Dalis Law, Robert Walton, Lorraine Hughes, David Hughes, Athalie Moss, Brenda Credlin, Linton Peterson, Rob Parry, Marie Baggiere, Pat Crotty, Catherine Eagleson, Ken Foxcrite, Leighton Hamblin (35)

#### Visitors:

Marie Baggiere, Pat Crotty, Catherine Eagleson, Ken Foxcrite, Leighton Hamblin, Rob Parry (6)

#### Apologies

Rob Sztogryn, Sue Aspinall, Phyllis Perry, Lorraine Stokes (4)

#### Proxy Votes:

(51 as filed)

### Opening

The meeting opened at 7:10pm. Margaret Belfrage, Committee President, acknowledged the Wadawurrung, traditional owners of the land, and welcomed those members and visitors present.

### 2007 Project Team

The President acknowledged the work of the 2007 Founding Project Team and a plaque dedicated to them was displayed. The concept for a Neighbourhood House was first identified in 1992 in Portarlington/Indented Head Structure Plan, and again in 2005 and 2006, in scoping projects by the City of Greater Geelong. However, as part of the Community Building Initiative in 2007, funded by the State Government, a Community Opportunity Workshop identified five projects – Neighbourhood House, ferry service, better bus services across the Bellarine, a community health centre and an old-age facility.

Many community surveys were undertaken by the project team, revealing that (1) a library, (2) educational and training programs and (3) a place to meet others were what was desired. From this work in 2007, the PNH project team was formed, consisting of 18 community members, whose names were inscribed on the plaque. Today, PNH is the third-largest club in town after the Golf Club and the Portarlington Demons Football Netball club, and has 700 financial members.

The President acknowledged these original members, and welcomed those present – Marie Baggiere, Athalie Moss, Pat Crotty, Catherine Eagleson - and listed apologies from Linette Harriott, Lorraine Stokes, Anne Brackley and Tina Grimes. She thanked Secretary, Diane Kolomeitz, for her work in researching this information, and the Secretary reiterated the committee’s thanks to these early project team members and asked Athalie Moss to accept the plaque on behalf of the team. Athalie and Margaret Belfrage were photographed with the plaque, which will be displayed in the PNH foyer.

### 2021 Minutes

The PNH Annual Performance Report, including the previous AGM Minutes (2021), current President’s Report and Financial Report, had been available on the PNH website for the past 6 weeks. PNH Members had been advised by Mailchimp, and sent a link to where all the forementioned documents had been posted on the PNH website. The President announced that the Report was also available in hard copy at the meeting.

**Motion:** *That the Minutes of the 2021 AGM be received.*

**Moved:** Robyn Hope **Seconded:** Jude Oakley

### Business Arising from the Minutes:

NIL

### Performance Report:

*Presented by the Chair, Margaret Belfrage, on behalf of the Committee of Management.*

Thanks were extended to activity facilitators and the Social Events Committee; partners and potential partners in helping to bring the community together; office personnel, both employees and volunteer office assistants; fellow committee members; those who help when required - such as the PNH gardener; local and state government, CoGG and DFFH for their support; members for their enthusiasm and support.

From the Chair’s perspective there were three highlights for the year:

* Strategic direction
  + Uses strengths of the past as a foundation for the future
  + Has a new outward focus as PNH embraces the community we live in via partnerships and events
  + Is sustainable for a long-term future – but this is reliant on many people being involved
* Program Manager, Rob Sztogryn
  + Committee has redefined the key responsibilities for this role and changed the role title from Coordinator to Program Manager
  + Rob is a great asset to PNH, but his role is part-time and not everything that is operational is his role
* Social Events Committee
  + Events are essential for achieving the strategic plan and driving change
  + Thanks extended to Marg Jucker for leading this committee and organising so many successful events and trips this year.

### Finance Report

The Finance Report was also presented by the Chair, as being connected to performance. The operational deficit of $14,575.91 was highlighted, as well as the fact that PNH expects an operational deficit again this financial year. It was noted that PNH cannot continue to operate with a deficit. The Chair asked attendees not to continue to think that PNH has ‘plenty of money’ and that members should receive items and events ‘free’ – that good governance ensures that PNH has a healthy contingency reserve - which is the amount it currently has ($140K) in reserve.

In the last state government budget, PNH funding was threatened by about $30K, but did end up receiving full funding, which pays for the Program Manager wages, but not completely for the Office Assistant wages, which PNH must subsidise. The Office Assistant is a valuable resource, but unfortunately this employment was the result of some previous incorrect financial advice. Our Program Manager is constantly looking for grants that may help us financially. Our main expenses are (1) the wages of our two employees, and (2) payments to CoGG for Rent, Cleaning and Utilities.

There is an operational deficit because expenditure is growing exponentially. Two ways to turn this around are: (1) try to reduce costs – we are negotiating with CoGG to try to reduce the cost of using the Parks Hall facility and (2) focus on income (for example, three big events would cover the operational deficit). PNH needs more people on the Social Events Committee to assist in the organisation and conduct of events, and about 30-40 more volunteers all-up.

Putting up fees is not a desired option, but some fees may have to increase. It is not the number of members PNH has, but how many activities they attend. Our members need to become more involved. A higher participation rate is what is necessary – we have 700 members but only a participation rate of about 1,000 per month @ $3 each class, i.e., about $30K per year when holidays and seasonal changes are taken into account. That is not a lot of income from our *primary service* to members. If participation increased to four times the current rate, it would attract around $120K per year.

The Chair allowed for some questions and comments at this point.

* Jenny Gibb (member) asked about the cost of electricity in lighting, heating and cooling the rooms – this is estimated by Council by dividing the total area of the facility by user pro-rata. As PNH is the main user, PNH pays when other hirers leave the heating/cooling/lights on.
* Anne Cullen (member) asked if classes would be cancelled due to low participation – this is the responsibility of the Program Manager, if the number of participants does not warrant allocating the space. She asked why classes could not be moved to more appropriately sized spaces – we do not currently have the luxury of choice in our spaces. Anne suggested that expenses would decrease if PNH was part of a ‘small hub’ – the Chair said it makes more sense at this stage to stay with CoGG, who are about to make public the results of their Community Facilities Scoping Study – reduction of expenses is part of that plan.
* Eleanor Beasley (member) suggested if members pay for a term of classes rather than ‘pay as you go’, it might be a better option as PNH would have the money up front, even if they did not attend a class, as a facilitator might still have to be paid.
* Marie Baggiere (guest) suggested more linguistics-type activities could be offered thus showing an acceptance of the variety of ethnic backgrounds people come from.
* Jonathan Harris (member) asked if the Program Manager could be made permanent – however the current Manager does not want full-time and is employed under a part-time contract.
* Rob Kolomeitz (member) reiterated the need for more people on the Social Events Committee and encouraged attendees to participate.

***Motion:*** *That the PNH Annual Performance Report be received.*

**Moved:** Peter Ashton **Seconded:** Jonathan Harris

### Number of members of committee

The Chair called for a motion *‘that the number of committee members to be elected for 2022-2023, including the Executive members, be eight’*.

**Moved:** Marianne Bulge **Seconded:** Jenny Macaulay

### Membership Fee

The Chair called for a motion ‘*that the Annual PNH Membership fee remains at $10 in 2023’*.

**Moved**: Robyn Hope **Seconded**: Jan Clark

### Election of office bearers & committee members:

Margaret Belfrage then appointed Jackie Chase to take the Chair to announce the nominations for Office Bearers and Committee Members. Jackie read the list of nominees and called for nominations from the floor. As there were nine (9) nominations for eight (8) positions, Gemma Tobschall withdrew her nomination. There was a vacancy in the Vice-President role and Margaret Belfrage nominated committee nominee Diane Kolomeitz, seconded Stella McLean. There being no further nominations, Jackie declared that no election was required. The resolution was carried unanimously to appoint all nominees unopposed: four (4) executive members and four (4) ordinary members, being a committee of eight (8) in total.

Margaret Belfrage thanked the outgoing Committee, and in recognition of the two retiring Committee members, presented gifts of flowers to Rita Burleigh and Gemma Tobschall, who will remain on the Social Events Committee. Flowers were also presented to the outgoing Secretary, Diane Kolomeitz.

### 2022- 2023 Committee of Management

**Executive**

President: Margaret Belfrage

Vice-President: Diane Kolomeitz

Secretary: Sue Aspinall

Treasurer: Stella McLean

**Ordinary Committee Members (4)**

Marg Jucker; Rob Walton; Robert Kolomeitz; Michael Ryan

### Close

Margaret Belfrage took the Chair as incoming President and congratulated the new committee.

The meeting closed at 8:45pm, with attendees invited to stay on for refreshments and entertainment, provided by members of the PNH guitar group.

## General Members Meeting 21/06/23

Date: Wednesday, 21 June 2023, 7:00pm

Venue: The Parkview Room, Parks Hall

Chairperson: Margaret Belfrage

Minutes: Sue Aspinall

### Present:

Margaret Belfrage (President), Sue Aspinall (Secretary), Dale Afflitto, Peter Ashton, Eleanor Beasley, Jackie Chase, Pat Crotty, Ann Cullen, Katie Hall, Jenny Macaulay, Stella McLean, Jackie Milne, Steven Stefanou, Rob Sztogryn, Rachel Sumich-Antonik, Gemma Tobschall

### Apologies:

Marianne Bridge, Geoff Fary, Jenny Gibb, Heather Harris, Jonathan Harris, Marg Jucker, Di Kolomeitz, Rob Kolomeitz, Rose Talbot

1. The President declared the meeting open at 7pm, and welcomed all those present.
2. The President informed the meeting

* that the Committee of Management wanted to be transparent and involve the members in decisions
* this meeting had been convened to consider proposed updates to the Strategic Plan 2022-2026, and there would be a two week period following the meeting in which members could provide written submissions, before changes were finalised
* a quorum was present, and were any motions to be passed at this meeting they would be binding on the Committee of Management.

1. The President reported on the progress of the CoGG *Portarlington Community Infrastructure Scoping Study* in which she had participated.

* The Final report, due in July 2023, will recommend redevelopment of Parks Hall, however no funding has been provided in the Council’s next 4-year budget projections towards this. Consequently, to effect any improvements in the short to medium term PNH will need to put pressure on local councillors and members of parliament to identify funding sources.

### PNH Strategic Plan 2022-2026

Via an electronic presentation the current Strategic Plan was displayed and the 5 strategic goals were noted. Members were informed that the Committee of Management and several other invited PNH members had recently held a planning day in which the strategic plan was reviewed, challenges were identified and an updated draft action plan determined.

The challenges include:

* Financial issues
* Burnout
* Facility issues
* External threats to funding
* Competition (both within Portarlington and more widely)

### Draft Strategic Action Plan Financial Year 2023-2024

Seven focus areas had been identified at the strategic planning day:

1. finance
2. operational roles
3. innovative program redevelopment
4. marketing capability
5. external image and internal culture
6. facilities
7. governance and administration

and several of these were discussed individually at the meeting.

### Finance:

The projected loss for the current financial year is approximately $40, 000, and without remedial action PNH may have to close its doors within 5 years.

The recent increase in activity fees will not be sufficient on its own to fix the financial situation. Other avenues include a proposal from the Committee of Management to increase the annual membership fee in 2024 from $10 to $20; to aim for considerably increased earnings from various events; and to investigate other possible funding sources to supplement income.

There was some discussion of the increased activity fees and whether or not these fees should be made compulsorily payable in advance per term. It was stated that there was no such plan to do so for the next 12 months at least.

*There was support from those present for the proposed increase in the annual membership fee to $20 per calendar year.*

### Operational roles:

A diagram was displayed showing the current organisation structure, and a concept for a new more streamlined structure whereby a number of teams were created, some covering areas not yet adequately catered for (eg an activity development team, a grants team, a marketing team).

The current structure has over 60 reports to the Program Manager, ranging from a paid staff member to over 60 volunteers (facilitators, office staff, events organisers).

The proposed new structure would see a small number of teams formed, reporting to the Program Manager via the respective team leaders. It was also hoped to attract a greater number of volunteers to fill a variety of roles, most of which would not require large commitments of time, but would mean the workload was spread more widely.

*Some members queried how a “facilitator team” would function and what its focus would be, given the broad range of facilitated activities offered.*

### External image and internal culture:

A question was raised as to whether PNH needed to be called a “neighbourhood house”, or whether it could bear a name that better reflected a broad community base.

In reply the President stated that she believed a change of name would be possible, noting that throughout the discussions in the Facilities Study working group she had tried to convince CoGG that Parks Hall really is the Portarlington Community Centre.

*This matter merited more discussion/research, and a “think tank” meeting in respect to marketing PNH was needed*.

### Facilities:

The meeting was informed that the interruption to PNH activities for 10 days or more each year while the Celtic Festival took over Parks Hall and surrounds cost PNH at least $3000 in activity fees foregone.

*It was suggested that the local State MP, Alison Marchant be asked for assistance in representations to CoGG in terms of including provisions in the lease for reimbursement of lost income when CoGG booked Parks Hall to other users during what would normally be PNH term time activities.*

### Strategic Action Plan 2023-24/Consultation period

Members were reminded that the draft Strategic Plan discussed at the meeting would be up on the PNH website shortly, and written submissions could be made for 2 weeks, closing 5 July.

### Close

The meeting closed at 8pm.