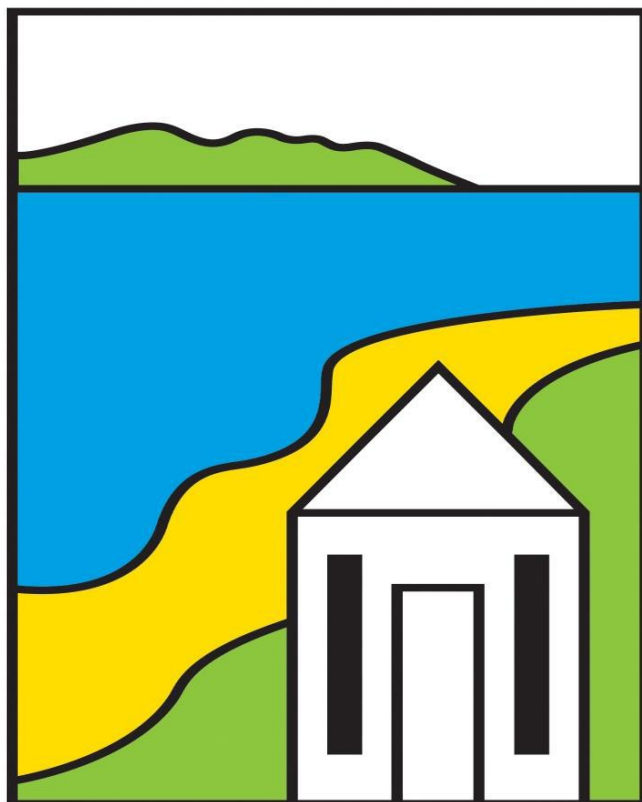


Portarlington Neighbourhood House Inc



*AGM Agenda &
Annual Report 2024-2025*

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AGM 2025 Agenda

Thursday 23rd October 2025, 5.00pm in Parkview Room
AGM will commence after the guest speaker

Guest Speaker – Rick Wilkinson

PNH Members and visitors have an opportunity to hear how local author Rick Wilkinson is inspired by Portarlinton and the Bellarine Peninsula to write exciting thrillers

Starting out as a geologist and then as a newspaper correspondent, Rick was soon writing history books about the resource industry which led him to writing children's books, both fiction and non-fiction.

Upon becoming a Portarlinton resident, Rick discovered an intriguing past with many un-told stories that he compiled for his book *The Bellarine... Via Rambler's Road* published in 2005. (This book now reads like a history book with so many changes having occurred in Portarlinton during the last 20 years.)

Rick recently had a launch of his 21st book publication. This was the third in a series about a fictional journalist who lives in Portarlinton and works for the local newspaper in Drysdale. However, he tends to over-step his role as a journalist and behaves more like a fearless detective to discover surprising hidden clues...a thrilling story in a familiar setting.

- 1 Open Meeting and welcome all
- 2 Acknowledgement of Country
- 3 Thank you to Rick for Minutes
- 4 Apologies, proxies (quorum =20)
- 3 Minutes for approval - Minutes of AGM held on 17th October 2024
- 4 Accept financial report for the year ended 30 June 2025
- 5 Accept annual strategic performance report 2024-25
- 6 Election of members to the Committee of Management
 - President
 - Vice-President
 - Secretary
 - General Committee Members with portfolios X 6
- [The position of Treasurer is a CoM appointment]*
- 7 Recognition of 2025 retiring committee members
- 8 Meeting close

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Meet the PNH TEAM 2024-25

Volunteer Committee 2024-25

Margaret Belfrage - President
Geoff McDonald – Treasurer
Lois Parker - Secretary
Jacquie Wissenden – Minute Secretary
Mark Chaffers - Risk & Compliance portfolio
Matt Helme - Strategic Marketing portfolio
Sandy Miller – Partnerships portfolio
Maree Ryan – governance document portfolio
Vacant – Personnel and Program portfolio

Employees

Rob Sztogryn - Program Manager
Kate Hayes -Administration
Assistant/Communications

Volunteer Office Assistants @ Reception

Annie Bugejar
Carmen Spiteri
Diane Chaffers
Diane Ryan
Jackie Chase
Julie Walker
Katie Hall
Pauline Sandow
Phyllis Perry

Activity Facilitators- volunteer & paid

Annette Lewis
Carolyn Le Huray
Dale Afflitto
Des Lawrence
Doreen Freeman
Elise Clemments
Emelia Kurek
Gemma Tobschall
Hayden Whisken
Holly Cooper
Jackie Milne
Jenny Macaulay
Jill Rees
John Robothom
Judith Haskett
Julie Walker
Kath Chatman
Loris Phair
Marg Jucker
Margaret Belfrage
Mary Micallef
Murray Rees
Pearl Wilson
Peta Connell
Phyllis Perry
Rachel Sumich-Antonik
Robyn Hope

Sally Garden
Stan Rusiniak
Sue Moger
Trish Kearney
Vic Ryall
Wayne Long

Volunteer Event Managers

Deb Trotman
Gemma Tobschall
Jenny Macaulay
Jill Rees
Marg Jucker
Murray Rees
Peter Drew

PNH Community Event support volunteers

Anne Whisken
Barry Burleigh
Benny Agius
Dave Wilkie
Deb Trotman
Di Kolomeitz
Gemma Tobschall
Hayden Whisken
Horace Agius
Ian Moore
Jan Clark
Jill Rees
Julie Walker
Juliet Gavens
Kath Chapman
Margaret Belfrage
Marie Ryan
Michael Ryan
Michael Trotman
Murray Rees
Pearl Wilson
Peter Drew
Phyllis Perry
Rita Burleigh
Rob Kolomeitz
Rob Perry
Rob Sztogryn
Steve Stefanou

Volunteer Gardner

Rob Kolomeitz

Personnel Summary

- 2 employees
- 80 volunteer roles
- 65 volunteers
- 15 volunteers more than 1 role
- 4 paid Activity Facilitators

Finance Statement

In the opinion of the 2024-25 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, 2025, and its performance for the year ended on that date
- on 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 and is signed for and on behalf of the committee by:

President
Margaret Belfrage



Treasurer
Geoff McDonald



Date of Committee resolution: 9th September 2025

Financial Report 2024-25

Geoff McDonald, Treasurer

Financial Report of Portarlington Neighbourhood House Inc. for the financial year 2024-25 - pages 5-10

Summary of financial results 2024-25

From Balance Sheet - Total equity

2022-23	\$157,499.72
2023-24	\$192,474.10
2024-25	\$206,962.14

From Profit & Loss Statement - Total Income, Expenses & Operational Surplus

	<i>Income</i>	<i>Expenses</i>	<i>Operational Surplus</i>
2022-23	\$187,342.83	\$215,216.55	\$(27,873.94)
2023-24	\$202,839.71	\$167,865.33	\$34,972.38
2024-25	\$207,440.08	\$192,952.04	\$14,488.04

Analysis of Profit & Loss 2024-25 by segment

Refer to pages 7-9 for detailed financial data

	2024-25	2023-24
Surplus from Member Activities	35,500.69	50,869.63
Surplus from PNH Community Events	16,013.05	14,665.70
Surplus from Other Business	232.26	1,048.32
Gross Profit from operations	**51,746.00	66,583.65

Office overheads	(27,553.70)	(28,569.55)
Governance overheads	768.43	817.64
Overhead costs	(26,785.27)	(27,751.91)

Gross Profit from operations	51,746.00	66,583.65
Overhead costs	(26,785.27)	(28,751.91)
Net Surplus from operations (excluding PM costs)	*24,960.73	38,381.74

Net Surplus from operations (excluding Program Manager costs)	24,960.73	38,381.74
Loss from Program Manager costs/DFFH funding	(5,128.62)	(3,857.36)
Asset write-off	(5,344.07)	
TOTAL Net Operational Surplus	*\$14,488.04	34,974.38

*Significant difference between 2024-25 and 2023-24 operational surplus is due to CoGG venue fees, see explanation on page 6.

Explanation of variances

CoGG venue fees

Overall PNH paid a total of **\$16,451.61** in venue fees to CoGG in 2024-25.

When comparing operational surplus to past few years, please note that the 2023-24 surplus was inflated (about \$35K) due to the ongoing dispute with CoGG about venue fees. PNH did not pay any venue fees in 2023-24 due to overpayment in 2022-23. This resulted in an operational loss of about \$-28K in 2022-23 and the surplus in 2023-24. When adjusting for this dispute, surplus is about \$15K for each of those financial years.

60-hour subsidised lease: PNH negotiated a fixed rate for venue fees under a 60-hour subsidised lease agreement in 2024-25 of \$11,000 plus \$114.40 = \$11,114.40. PNH paid \$13,126.63 in 2024-25 for the subsidized 60-hour lease. The difference being about \$2K is attributed to finalisation of 2023-24 fees.

Venue fees outside the 60-hour subsidized lease: Apart from the CoGG 60-hour agreement, PNH also paid \$3,324.98 in venue fees for use of facilities outside the 60-hour subsidized agreement (see below).

Venue fees for PNH Community Events

Venue fees for PNH Community Events appear under Member Activities, not as separate event expenses in the Profit and Loss Statement, due to undifferentiated CoGG invoices. The \$3,324.98 paid to CoGG as venue fees outside the 60-hour subsidized lease is for some Member Activities and almost all PNH Community Events.

Asset write-off

In 2024-25, PNH elected to write off assets of \$5,344.07 (see NOTE 3).

Liability due to grant income

The Balance Sheet shows a grant liability of 2,866.44. In 2024-25, PNH received a total grant income of **\$18,093.00** (Table 1, page 10), all acquitted except for \$2,866.44 which will be used and acquitted in 2025-26.

Sponsorship & donations

PNH did not receive any sponsorship funds in 2024-25, but received many donations in-kind (page 10)

Realistic surplus

When adjusting operational surplus over the past 3 years, i.e. adjusting for CoGG venue fees and asset write-off, approximately **\$20K per year operational surplus** is 'realistic'. This is the forecast value used for 2025-26.

NOTES:

1. The statement of liabilities excludes unredeemed pre-paid activity coupons. The expense of determining this liability is disproportionate to the associated insolvency risk. Should PNH proceed toward liquidation, this liability would approximate \$2,000, and appropriate refunds could be issued.
2. The Committee continues to hold \$150K as part of the Risk Plan Contingency. This would cover contingencies, such as DFFH reducing or ceasing funding for Neighbourhood Houses, or PNH requiring emergency accommodation.
3. PNH wrote off \$5,234.07 in assets—including a float, copier, and computer equipment—because it does not pay tax or depreciate assets, and past asset management was inconsistent. The Balance Sheet now

shows a zero-asset balance, and PNH will no longer include assets on its Balance Sheet per updated policy.

Balance Sheet

Portarlington Neighbourhood House As at 30 June 2025

Account	30 June 2025	30 June 2024
Assets		
Bank		
Debit Card PNH	879.48	300.91
SAVINGS Portarlington Neighbourhood House	50,918.57	30,359.73
TD Bendigo Bank	148,557.97	141,760.84
TRADING A/C Port Neighbourhood House	16,980.42	20,751.03
Total Bank	217,336.44	193,172.51
Current Assets		
Accounts Receivable	733.00	243.00
Float	131.00	200.00
Total Current Assets	864.00	443.00
Fixed Assets		
Computer Equipment	0.00	497.00
Equipment	0.00	4,000.00
Total Fixed Assets	0.00	4,497.00
Total Assets	218,200.44	198,112.51
Liabilities		
Current Liabilities		
Accounts Payable	532.00	420.00
GRANTS	2,866.44	0.00
HOLDING Bellarine Big Band Funds Holding Account	604.76	29.76
HOLDING Garden Club Funds Holding Account	1,333.08	1,950.08
HOLDING Harmonica Group Funds Holding Account	111.88	152.88
HOLDING PNH Playgroup Funds Holding Account		1,872.72
PAYG Withholdings Payable	5,790.00	0.00
Rounding	0.14	0.14
Total Current Liabilities	11,238.30	5,638.41
Total Liabilities	11,238.30	5,638.41
Net Assets	206,962.14	192,474.10
Equity		
Current Year Earnings	14,488.04	34,974.38
Retained Earnings	192,474.10	157,499.72
Total Equity	\$206,962.14	\$192,474.10

Profit & Loss Statement (segments)

For the year ended 30 June 2025

Total Income, Expenses & Operational Surplus

	Income	Expenses	Operational Surplus
2024-25	\$207,440.08	\$192,952.04	\$14,488.04

Account	2025	2024
1. Member Activities		
Income		
Coupons Income	11,908.00	9,549.05
Activity Income	47,961.93	50,723.59
Activity sponsorship		555.00
Total Income	59,869.93	60,827.64
Expense		
CoGG Utilities fees under 60hr lease	(13,126.63)	(114.40)
Activities, equipment & resources	(621.81)	(1,677.98)
Activity Facilitator Costs	(6,650.28)	(7,243.71)
Activity kitchen supplies	(392.66)	(465.15)
Activities IT Subscriptions	(167.88)	(386.77)
Activities non IT subscriptions	(85.00)	(70.00)
Activities Venue Hire - COGG (not under lease agreement)	(3,324.98)	0.00
Total Expense	(24,369.24)	(9,958.01)
Total Activities Income and Expenditure	35,500.69	50,869.63

Account	2025	2024
2. PNH Community Event		
Income		
Events Counter Sales Income	9,577.20	7,433.20
Events Ticketing Income	17,114.30	14,619.10
Event Grants	0.00	1,000.00
Events sponsorship/raffle income	505.00	1,535.00
Total Income	27,196.50	24,587.30
Expense		
Event Advertising	(42.90)	(193.72)
Event Catering EXPENSE	(6,145.57)	(5,103.78)
Event entertainers or professional event management	(3,720.00)	(1,135.00)
Event Equipment & Resources	(872.03)	(582.86)
Liquor Licence Expenses	0.00	(372.18)
Event entry fees, subscriptions & permits	(90.78)	0.00
Event Travel	(262.04)	(2,534.06)
Events Venue Hire - COGG	(50.13)	0.00
Total Expense	(11,183.45)	(9,921.60)
Total Event Income and Expenses	16,013.05	14,665.70

Account	2025	2024
3. Office Income and Expenses		
Income		
Memberships	12,138.68	12,350.00
Total Income	12,138.68	12,350.00
Expense		
Employment exp OFFICE ASSISTANT	(31,036.64)	(31,187.13)
Office - gifts to members etc.	(93.60)	(238.37)
Phone	(2,942.55)	(2,593.93)
Computer Hardware/Software	0.00	(1,500.00)
IT support & maintenance	0.00	(415.00)
Office Stationery Supplies	(364.69)	(680.77)
Postage	(186.00)	(184.50)
Printing/ Copying	(3,114.02)	(2,359.38)
Office IT subscription	(1,954.88)	(1,691.47)
Office subscriptions non IT	0.00	(69.00)
Total Expense	(39,692.38)	(40,919.55)
Total Office Income and Expenses	(27,553.70)	(28,569.55)
4. Governance Income and Expenses		
Income		
Governance donation/gifts/sponsorship	70.00	8.00
Interest Earned	7,355.97	6,516.90
Total Income	7,425.97	6,524.90
Expense		
Bank Charges	(461.06)	(498.22)
Insurance All	(2,550.28)	(1,319.57)
Committee Training & Development	(29.40)	(209.30)
Governance catering, gifts	(905.35)	(938.25)
Governance IT Subscriptions	(1,133.35)	(2,063.52)
Governance non IT subscriptions	(1,578.10)	(678.40)
Total Expense	(6,657.54)	(5,707.26)
Total Governance Income and Expenses	768.43	817.64
5. DFFH Funding		
Income		
DFFH Funding	100,370.00	96,914.00
Total Income	100,370.00	96,914.00
Expenses		
Employment Exp PROGRAM MANAGER	(105,498.62)	(100,771.36)
Total Expenses	(105,498.62)	(100,771.36)
Total DFFH Funding	(5,128.62)	(3,857.36)
6. Other Income and Expenses		
Income		
Other Business Income	356.00	1,176.87
Other Business donations/gifts/sponsorship	83.00	154.00
Film Society Memberships	0.00	305.00
Total Income	439.00	1,635.87
Expense		
General repairs & maintenance	(69.00)	(421.05)
Other Business Equipment & Resources	(137.74)	(166.50)
Total Expense	(206.74)	(587.55)
Total Other Income and Expenses	(232.26)	1,048.32

Grants, Sponsorship & Donations

Grants

In 2024-25, PNH has submitted 7 grant applications, with 2 unsuccessful.

Grants are reported in the Balance Sheet and not represented in the Profit and Loss Statement because PNH must spend these funds. It is easier to manage these accounts here. Any balance (not spent funds) is a liability.

Table 1: Grant details

Grant	Income	Expenses	Balance
CoGG 2024 Xmas Grant	4,400.00	4,400.00	
Geelong Community Foundation	1,500.00	1,500.00	
CoGG NH 24/25	8,333.00	5,716.56	
CoGG 2024 Healthy Connect Communities Equipment	1,860.00	1,860.00	
CoGG 2024 Healthy Connect Communities Equipment	2,000.00	2,000.00	
TOTALs	\$18,093.00	\$15,226.56	2,866.44

Balance represents funds not yet used, grant not yet acquitted

Sponsorship

- No sponsorship income in 2024-25

Donations of goods or in-kind support

PNH is fortunate to be supported by many businesses, mostly for assistance with advertising and providing goods for raffles. Thank you to the following businesses who donated goods in 2024-25:

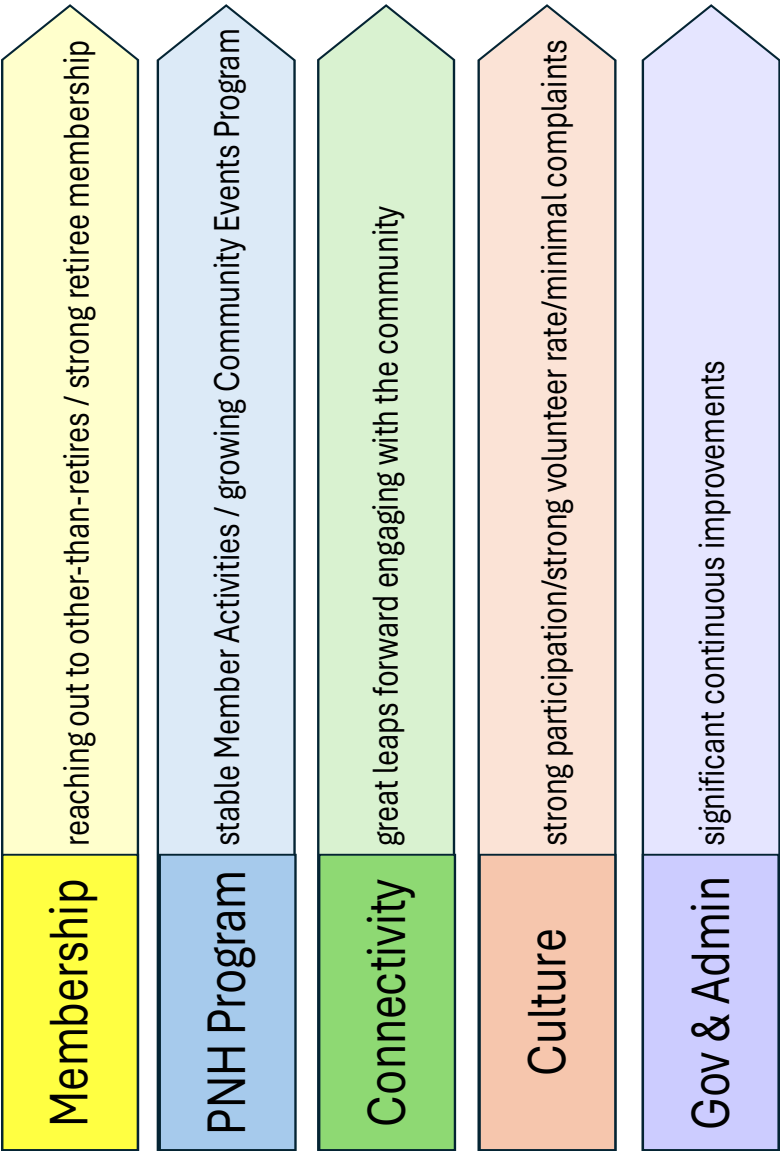
- Donation of goods for raffles
 - Bunnings Leopold
 - The Portarlington Bakehouse
 - Bennetts on Bellarine
 - Searoad Ferries
 - Scotchmans Hill Winery
- Neville Richards (assistance with billboard advertising)
- Melita Proebstl (My Bookkeeping Solutions) - for services in-kind
- Royal Australian Navy Band (free performance)
- Portarlington Community Association (use of tablecloths)
- Portarlington Post Office (advertising space)



PNH Strategic Performance 2024-25

Report compiled by:

- Margaret Belfrage - President
- Rob Sztogryn - Program Manager



Strategic Performance is evaluated against PNH’s five strategic goals in Strategic Plan 2022-26
2025-26 is the last year of this 5-year plan.

Last year, PNH reported being “on-track” to achieve 5-year strategic goals.

In 2024-25, PNH moved forward in many areas.

Some Monthly Highlights

JULY 2024
REPAIR SHOP



AUGUST 2024
HARMONICA BAND



SEPTEMBER 2024
BIG BAND CONCERT



OCTOBER 2024
DESTASH



NOVEMBER 2024
MELBOURNE CUP



DECEMBER 2024
CHRISTMAS PARTY



JANUARY 2025
VOLUNTEER 10YRS!



FEBRUARY 2025
PLAN B CONCERT



MARCH 2025
ST PATRICKS DAY



APRIL 2025
MINI GOLF



MAY 2025
NPJ CPNCERT



JUNE 2025
SCULPTURE



PORTARLINGTON NEIGHBOURHOOD HOUSE

1 Membership Goal

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

Success demonstrated by: the total number of active members being at least 7.5% of the total 3223 population; and PNH membership reflecting community demographics (using census data as a guide) for numbers in each age demographic and median age.

Summary PNH Performance 2024-25 - Membership

- Overall, membership numbers remained stable (Table 2) when fees increased from \$10 to \$20 in 2023.
- The membership demographic is changing (Table 3) due to Playgroup, and to the increasing number of members 70+ years, and less new retirees.
- Membership is for a calendar year. Typically, membership at the end of a calendar year is much greater than membership at the end of the financial year (Table 2).
- Participation of non-members in age groups not represented by membership (e.g. 30 – 59 years) is increasing due to PNH Community Event such as the Destash market (page 14)
- Work has commenced on the Annual Strategic Plan 2025-26 e.g. engagement with the primary school and research in options for a youth drop-in centre. This will increase participation in age groups 5-17 years and meet community need.
- For sustainability, the data indicates a need to reach out to early retirees and empty nesters.
- Overall impressive results. Over the 4 years of this 5-year Strategic Plan, there has been satisfactory progress.

Table 2: Membership Data

	2022	2023	2024	2025
Number of members as at 31 st December previous year	N/A	760	760	762
Number of members as at 30 th June this year	563	682	570	568
Median age members	59	70	59	59

*Includes Associate members (and juniors)
Membership is for a calendar year*

Table 3: Membership by Age Demographic

	% of total population 2021 (Census data)	Target Participation rate for 700 members (guide only)	Approximate number of members, June 2023	Approximate number of members, June 2024	Approximate number of members, June 2025
0-4 years	2.9	17	0	45	40
5-9 years	3.6	22	0	2	2
10-19 years	7.2	43	3	1	0
20-29 years	6.2	37	*8	5	5
30-39 years	7.3	44	5	13	11
40-49 years	8.9	52	5	14	11
50-59 years	14.2	85	33	15	12
60-69 years	23.7	143	215	143	130
70-79 years	18.6	112	311	243	256
80 > years	7.5	45	102	89	101
			682	570	568

*Participants in 20-29 years in 2023 due to gaming activity, no longer offered, some parents in Playgroup in that age range 2024 onwards

2 PNH Program Goal

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

Success demonstrated by the PNH Program of Member Activities: aligning with purpose/mission and strategic direction (e.g. activities for all age demographics); meeting member need and maximising member participation (demonstrated by participation rate); providing diversity; being safe & accessible; and being cost efficient (financial data).

Summary PNH Performance 2024-25 – PNH Program

- PNH Program consists of member only activities and events open to the community
- Program hours – no increase from previous year, maintaining minimum required by DFFH (Table 4)
- Member Activities – very small increase in participation compared to previous year (Table 5)
- PNH Community Event Program (p14) – **increase in participation by more than 200%**
- Overall participation in the PNH Program has changed significantly from the previous year
- PNH continues to offer a diverse selection of Member Activities and PNH Community Events
- Thank you to all the Activity Facilitators – the backbone of PNH

Table 4 Program Hours

	2022-23	2023-24	2024-25
Total Program Hours per year (DFFH contract is 2600)	2700	2570	3276
Average Program Hours per week (over 52 weeks, DFFH contract is 50)	52	49	63

Table 5: Number of Participations (estimate)

	2022-23	2023-24	2024-25
Number of participations, Member Activities		11,160	11,580
Number of participations, PNH Community Events	(no data)	**400	1,970
*Number of participations per year (total)	12,600	**13,000	13,500

*a participant is a walk through the door, e.g. if a member attends 6 PNH sessions per month, that is 6 participations per month

** estimate as data is inaccurate

Member Activities in 2024-25

Art & Crafts

Card Making
Creative Art
Crochet & Knitting
Drawing & Sketching
Getting creative with mosaics
Painting for Fun
Thursday Art Group
Sewing
Sculpture Workshop

Fitness & Relaxation

Power Walking
Strength & Stretching
Tai Chi
Zumba
Yoga
Pilates

New Member Activities in 2024-5

Port Neighbourhood Jammers
Pilates
Ukulele
Sculpture
Book Chat

Dance & Music

Dancing in the Dark
Harmonica Band
Line Dancing - Next Step
Line Dancing for beginners
Sing-along
Port Neighbourhood Jammers
Bellarine Big Band
Ukulele

Card & Board Games

500 Card Game
Bolivia
Chess
Mahjong

Activities that closed in 2024-25

Sing Along
Tech Support
Book Chat

Literature & Learning

Armchair Travel
Back-to-school for seniors
Book Club
Book Chat
Fiction Fiddlers
Main Street Writers
Non-fiction Writers
Philosophy Café

Nature & Environment

Bird Watching & Nature Ramble
Garden Club

Portarlington Film Society

(PNH partner organization)

One-off Activities 2024-25

Sculpture Workshop

3 Community Connections Goal

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

Success demonstrated by: - increased community awareness of PNH and increased engagement indicated by the number of non-member participants in PNH Community Events; marketing KPIs such as Facebook hits; and anecdotal evidence.

Summary PNH Performance 2024-25 – Community Engagement

PNH engages with the community through the PNH Community Events Program, marketing, and through project work, engaging with other organizations. Achievements in 2024-25:

- **Several community engagement projects have commenced e.g. with the Portarlington Primary School, Bellarine Community Connect, and with experts in youth programs.**
- Approximately 2000 non-member participations in PNH Community Events (Table 5). This is a record number.
- Many thanks to Rob Sztogryn, PNH Program Manager, for his growing and diverse PNH Community Event Program, and to the many volunteer event managers. PNH had less PNH Community Events in 2024-25 compared to 2023-24 (Table 6), but increased efficiency for fundraising opportunity, participation rates, and reputation building opportunities (Table 8, page 16).
- Repair Café is becoming more well known and seen by the community as an important on-going community event – thanks to Peter Drew and the team of volunteers.
- The Destash Market is our most important event for marketing and engaging with the community – thanks to Jill Rees, volunteer Event Manager.
- Many thanks also to Marg Jucker, volunteer Event Manager, for managing the Sunday afternoon socials and for the fund-raising contribution.
- Thanks to Murray Rees for managing Bellarine Big Band, now performing regularly around The Bellarine and the state, promoting the big band sound and PNH.
- Thanks to Gemma Tobschall, volunteer Event Manager, for once again bringing the Royal Australian Navy Band to Portarlington.
- Thanks to Jenny Macaulay and Jule Walker for another great Trivia night
- Thanks to Peral Wilson for the writer’s monologue event
- **The number of Facebook followers is about 700. Increase in social media hits demonstrates growing awareness of PNH**

Table 6: Estimate of number of non-member participants at PNH

	2022-23	2023-24	2024-25
Approximate number of non-member * participants per year (community connections)	(no data)	**400	1970

*a non-member participant is an attendance at a PNH Community Event

**data not accurate as data collection methods still developing

Table 7: Number of PNH Community Events

	2022-23	2023-24	2024-25
Number of PNH Community Event	11 (data not complete)	35	27

4 Culture Goal

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

Success demonstrated by: Members and staff comply with the values and desired behaviours as found in the Code of Conduct Policy, demonstrated by rate of volunteering. PNH values - Integrity, sense of community, respect. PNH desired behaviours - members are engaged, friendly and supportive.

Summary PNH Performance 2024-25 – Culture

- PNH's biggest cultural asset is volunteering. 7-10% of our members volunteer at PNH, and the volunteer rate has remained constant over many years. About twenty-two members volunteer in more than one role. PNH manages over eighty volunteer roles (Table 7). However, many of the volunteers are long serving members and new volunteers are few.
- During 2024-25, members were provided the opportunity to participate in consultations regarding the development of new values and the preparation of the Annual Strategic Plan for 2024-25.
- Several cultural and compliance issues emerged during this period (involving only a few members), prompting on-going corrective actions. Generally, PNH members are compliant with PNH Values and policy.
- Member satisfaction is high, demonstrated by participation numbers (page 14)

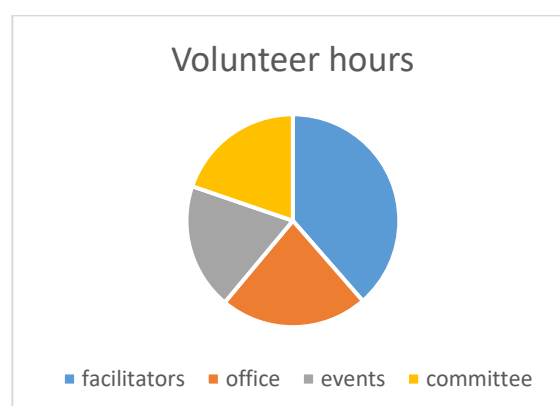
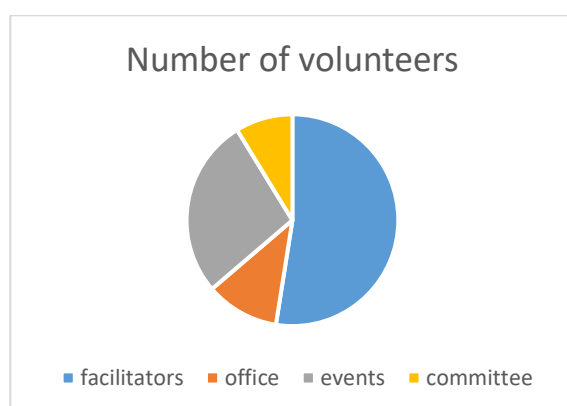
Thank you for every volunteer hour!!

Table 8: **Volunteer Data**

	* Number of volunteers	**Number of volunteer roles	Total volunteer hours	estimated \$ worth
2022-23	55	73	4100	>\$245K
2023-24	55	>70	4291	>\$250K
2024-25	65	80	4755	>\$250K

**Many members volunteer in more than one role*

***Many members volunteer ad hoc in a variety of roles as required (not included in the count)*



5 Governance & Administration Goal

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

Success demonstrated by: governance being transparent and members engaged in decisions; achieving desired performance results; continually improving governance and administrative practices to reflect a modern, flexible organization; information and communication to members will be accessible, timely, accurate and meet needs of members; and no serious incidents.

Summary PNH Performance 2024-25 – Governance & Administration

Overall

Throughout 2024-25, there was significant focus on strategic direction and continuous improvement.

Committee Report

After the 2024 AGM, the Committee functioned without a secretary, with the President filling in until Lois Parker's appointment in 2025, and with a Minute Secretary. Unfortunately, Lois could not continue in the role. A general member position also remained unfilled during the year. The Committee spent much of the busy year on research, data analysis, and regulatory review. Key achievements for 2024-25:

- Developed Annual Strategic Plan for 2025-26 with extensive research and consultation
- Rigorous financial management for financial stability
- Finalized a contract with CoGG for 60 hours of subsidized lease (nearly 2 years of negotiations)
- Finalized Auspice Partnership agreement with Portarlington Film Society
- Developed new PNH Values with research, consultation and focus on culture development
- Introduced new policies and reviewed many existing policies, with significant work to ensure our policies and practices comply with legislation and regulations (PNH complies with 21 Acts)
- Investigated CoGG Infrastructure Grants and other options for redevelopment of Parks Hall
- Commenced research into options to advance PNH marketing processes and systems
- Commenced work on the introduction of new employees (as part of the 2025-26 annual plan).

Administration Report

Office volunteers report improved experience and confidence due to increased opportunity and input into discussions for continuous improvement of procedures. This resulted in a more 'professional' office/reception team with improved proficiency in customer relations and office duties, and improved proficiency in the use of office tools. Some examples of developments include:

- improved collection of statistical data from Social Planet and social media
- use of digital tablets for registering attendance in Member Activities
- new Membership forms, and streamlined membership application and renewal procedures
- Event Running sheets to assist in ticketing sales and answering FAQ's.

PNH's communication remains strong, led by Kate Hayes. The weekly email newsletter is still well-received, and PNH has grown its social media presence, especially on Facebook. Kate also played a key role in securing multiple grants for PNH.

Throughout 2024-25, the Program Manager, advanced achievement of 2022–26 Strategic goals, e.g. a focus on participation for other-than-retirees via PNH Playgroup participation and planning for a youth program. Much of this project work involves collaborating with agencies and community groups. This work increases PNH community connections as well as building the PNH Program.

Thank you to the outstanding PNH personnel team consisting of 35 Activity Facilitators, 9 volunteer Office Assistants, 30 PNH Community Events volunteers and 2 employees. Contractors, employees, and volunteers (many volunteers taking on more than one role) work effectively together to deliver a diverse PNH Program to maintain the ongoing operations of PNH.

Minutes

PORTARLINGTON NEIGHBOURHOOD HOUSE MINUTES OF ANNUAL GENERAL MEETING 2024

Date: Thursday, 17 October 2024
Venue: Parkview Room, Parks Hall
Chairperson: Margaret Belfrage
Secretary: Jacquie Wissenden

Attendance

Present: Members: Linda Bohan, Rita Burleigh, Diane Chaffers, Mark Chaffers, Janette Clark, Mary Drew, Juliet Gavens, Jonathan Harris, Matt Helme, Robyn Hope, Marg Jucker, William Lussier, Geoff McDonald, Mary Micallef, Pauline Morris, Jude Oakley, Deon Omond, Jillian Rees, Anita Reynolds, Dean Reynolds, Maree Ryan, Mike Ryan, Steven Stefanou, Gemma Tobschall, Rose Talbot, Jacquie Wissenden, Tony Wissenden
Staff: Rob Sztogryn (Program Manager)
Apologies: Dale Afflito, Peter Ashton, Heather Harris, Phyllis Perry, Murray Rees, Carmen Spiteri. Leonard Spiteri

Proxy Votes Received: 18 (as filed)

1. Opening

The meeting opened at 5.00pm. Margaret Belfrage, President of the Committee of Management, acknowledged the Wadawurrung, Traditional owners of the land, welcomed all present and stated that a quorum was achieved.

All documentation for the AGM (*viz. AGM Agenda and Annual Reports 2023-24, Minutes of previous meetings, nomination forms for positions on the Committee of Management, and proxy forms*) had been available on the PNH website and at the office reception for several weeks. Members were kept informed regularly via the weekly PNH newsletter and that hard copies of the Annual Reports would not be available at the meeting.

2. Minutes for approval

- Minutes Special General Meeting held on 19 June 2024
As only one person was present at this AGM 2024, that was also present at the SGM on 19th June 2024, the Minutes could not be accepted at this meeting.

Motion: *That the secretary organize a statement from at least two people present at the SGM to acknowledge that the Minutes are a true and correct record.* These statements will be filed with the records for AGM 2024.

Moved: Mark Chaffers **Seconded:** Mary Drew

Minutes of Annual General Meeting held on 20 October 2023

In response to a member's request, an amendment is required due to an AGM attendee's name omitted from the Minutes

Motion: *That the Minutes of the Annual General Meeting held on 20 October 2023 be received with an amendment to omitted name and with corrected spelling errors*

Moved: Steve Stefanou **Seconded:** Diane Chaffers

3. Financial Report 2023-24

The Treasurer presented a summary of the Financial Report for 2023-24, using a series of slides to show the year's activity and financial outcome for each of the various cost centres.

The overall situation was:

Total equity: \$191,422.86 (\$157,390.83 in 2022-23)

Total income: \$201,824.57 (\$187,342.61 in 2022-23)

Total expenses: \$167,901.43 (\$215,216.55 in 2022-23),

resulting in a surplus for 2023-24 of \$33,923.14 (\$27,873.94 deficit in 2022-23)

In response to a request that the amount raised by the Social Events Committee be itemized separately Committee agreed to review this for future financial reports (a formal motion was not registered).

Motion: *That the Financial Report for 2023-24 be accepted.*

Moved: Geoff McDonald **Seconded:** Jillian Rees

4. Annual Strategic Performance

The President presented the *Annual Strategic Performance report for 2023-24* using a series of slides to illustrate various aspects. Among the matters highlighted or addressed were:

- The limitation to program expansion. The Programs has not increased significantly due to lack of venue space in peak times.
- The commencement of a Playgroup has reduced the median age of the membership. Demographically, the membership median age now better represented the local population, an achievement of one of the Strategic Goals (*Strategy 2022-26*)
- In response to a question about the possibility of the current chairs being replaced with chairs of more suitable and more comfortable design, it was explained that the chairs were the property of the CoGG. Should the PNH purchase their own chairs, the chairs would need to be stored away whenever the hall was used for non-PNH purposes. It was agreed that a request for cleaning of the current chairs would be discussed with CoGG
- In response to a question regarding the ceasing of the carpet bowls activity, it was explained that the number of participants was too low to make it viable (a minimum of 4 players was required)
- Gratitude and thanks were extended to the large number of members who took on roles (and often more than one role) as volunteers in office work, activity facilitation and events organization

Motion: *That the total Annual Report for 2023-24 be accepted, with corrections for the "Meet the Team" page.*

Moved: Steven Stephanou **Seconded:** Dianne Chaffers

1. Election of Members to the Committee of Management for 2024-25

The President vacated the Chair and asked the Returning Officer (Jonathan Harris) to conduct the elections to the Committee of Management for 2024-25

The Returning Officer informed the meeting that the Committee of Management had determined that for 2024-25 it would comprise 12 members, as follows:

President, Vice-President, Treasurer, Secretary, General Committee members (x8) each with a portfolio.

The positions of Treasurer and Assistant Treasurer were appointed by the Committee at the 8 October 2024 Committee meeting and thus there were 10 vacancies to be filled by election.

Nominations had been called for and closed officially on 10 October 2024. At the closing date four nominations only had been received, and thus vacancies remained for the following positions:

Vice-President (with a portfolio) and 5 general committee members.

The Returning Officer announced that 4 positions were elected unopposed.

The Returning Officer called for nominations from the floor for vacant positions, but no nominations were received.

The unfilled positions remained vacant, and upon resuming the chair, the President urged members to consider volunteering, to ensure a vibrant committee. The positions can be filled by Committee resolution.

Summary - Election and appointment of Committee Members as of 17 October 2024

President Margaret Belfrage

Vice-President vacant

Secretary Jacquie Wissenden

Treasurer Geoff McDonald

Assistant Treasurer Jacquie Wissenden

General Committee members:

- Mark Chaffers (Compliance & Risk portfolio)
- Matt Helme (Strategic marketing portfolio)

2. Recognition of 2024 retiring committee members

The President acknowledged the contributions of the following committee members who had retired at the meeting, and presented each with a gift:

Stella McLean (not present), Jonathan Harris and Mary Drew each of whom had taken on important roles on the Committee viz Assistant Treasurer, the Quality and Performance portfolio and the document Control plus temporary vice-president respectively

The meeting closed at 5.45pm and members were invited to join in a social drink after the meeting