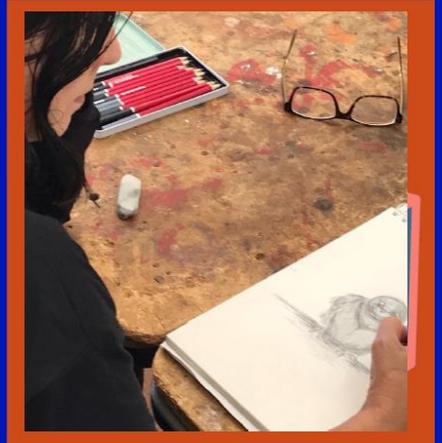


# 2020 ANNUAL GENERAL MEETING



NORTH RINGWOOD COMMUNITY HOUSE  
35-39 TORTICE DVE, RINGWOOD NORTH

# North Ringwood Community House Inc. 2020 Board of Governance, Staff & Volunteers

**Board of Governance**

**Chairperson**  
**Organisational Secretary**  
**Treasurer**  
**Committee**

Julie Reid  
Anna Ballinger  
Yeo Jin Song  
Eileen Hurley & Pat King



Julie Reid



Anna Ballinger



Pat King



Yeo Jin Song



Eileen Hurley

**Staff**

**CEO**  
**Finance Officers**  
**Accredited Training Coordinator**  
**Programs Officer**  
**Receptionist**  
**Cleaner**

Helen Ferguson  
Yanti Tanto /Yu Shen Foster  
Linda Pedersen  
Gaye Angus  
Corinna West  
Jennifer Deakin



Helen Ferguson



Yanti Tanto



Linda Pedersen



Gaye Angus



Yu Shen Foster



Corinna West



Jennifer Deakin

**Volunteers:**

**Walking Group Coordinator**  
**Craft Morning & Tuesday Movies**  
**Office Administration**  
**Gardener**  
**Quilting & Crochet**

Shirley Deane  
Isobel Valotto  
Isobel Valotto & Liz Spry  
Lindsay Coombs  
Karen Calder & Sam Ruwoldt

North Ringwood Community House Inc.

2020 Annual General Meeting

17th March 2021 at 10am

**A G E N D A**

1. Welcome by Chairperson
2. Apologies
3. Passing of 2019 AGM Minutes
4. Business arising from the 2019 AGM minutes
5. 2020 Organizational Reports: CEO, Chairperson & Financial Report  
(Read by Julie Reid)
6. Appointment of Auditor for 2021
7. Election of the 2021 Board of Governance members including Executive positions  
- Rose Ensor (MCC)
8. Guest Speaker: Edwina Ricci - Project Manager of the Maroondah Positive  
Education Network
9. Closure of AGM

**Next Board of Governance meeting:** Tuesday 27<sup>th</sup> April at 4.30pm



35-39 Tortice Dve Ringwood North VIC, 3134

## Minutes from the 2019 NRCHI Annual General Meeting

**Held on 18<sup>th</sup> March 2020 at 10.00am  
at North Ringwood Community House Inc.**

<p><b>1</b></p>	<p><b>Welcome &amp; Indigenous Acknowledgement</b></p>	<p>Meeting opened at: 10.06am</p> <p>Julie Reid, Chairperson, NRCHI Committee of Governance introduced herself and welcomed all, acknowledging Indigenous owners.</p> <p><b>Present:</b> Nancy Apted, Anna Ballinger, Betty Campbell, Jean Collier, Fran Collings, Amanda Coombes, Lindsay Coombes, Shirley Deane, Rose Ensor (MCC), Helen Ferguson, Eileen Hurley, Shirley Johnstone, Anne Keegel, Pat King, John Kyle, Marg Kyle, Heather Lewis, Madin Lal Fakzuali, Julie Oswald, Linda Pedersen, Carole Poustie, Julie Reid, Cr Mike Symon, Yanti Tanto, Than Song Thleea, Isobel Valotto.</p> <p>Proxy form from Yeo Jin Song presented to the Chairperson, Julie Reid eight days prior to the AGM.</p>
<p><b>2</b></p>	<p><b>Apologies</b></p>	<p><b>Apologies:</b> Aileen Adam, Steve Allen, Dot Andrews, Ron Barker, Barbara Benedict, Joan Cunningham, Tasa Damante, Jennifer Deakin, Patricia Doensen, Carol Diamond, Rosalba Drummond, Marijke Graham, Pene Hingston, Yuyun Jiang, Bev Keeble, Kathie Manning, Bill Medley, Pam Nagle, Diane Plant, Wendy Rule, Michael Sukker (MP), Chengchen Wang, Bethea Woods.</p>
<p><b>3</b></p>	<p><b>Guest Speaker Bush Nomads Group</b></p>	<p>The Chairperson introduced Shirley Deane, Bush Nomads Leader.</p> <p>Shirley has been a nurse for over 50 years, a Scout Leader for over 30 years, taught swimming at a school for 10 years and has had a long association with NRCHI and recounted some of the history of the organization.</p> <p>NRCHI was an inspiration of some members of the Holy Spirit Church. They held an open day to showcase activities they'd like to run and officially opened on 27 November 1975 using the church hall. Initially the foyer was a creche with classes and playgroups held in the hall. The community house eventually separated from the church and portable rooms were obtained through Box Hill TAFE with the students making preparations and fitting the rooms out. Shirley brought all her neighbours along to the Keep Fit sessions which ran for a number of years. She remembered the hall being covered with exercise mats and the aroma of baking bread wafting from a nearby bread-making class.</p> <p>The Bushwalking Group started in 1986-87 with Shirley taking over leadership from 1992 – still running walks today. Throughout the presentation, Shirley recalled the names of many people who were instrumental in the establishment of NRCHI.</p> <p>Highlights mentioned included walks at Queenscliff and the discovery of the "Red Cinnamon Wattle" known as Scarlet Blaze, in 1995. It was made the Victorian Centenary of Federation floral emblem. "We're still going, we're having a lot of fun, we're not just about bush walking, we're a big social group. We go to the movies occasionally or out to dinner and support each other. We are one of the noisiest groups in the Community</p>

		<p>House and enjoy walking and getting out in the fresh air.”</p> <p>The Chairperson thanked Shirley and presented her with a small gift.</p>
4	<b>Guest Speaker Current Students</b>	<p>Sung &amp; Zwali – Current students, Certificate III Individual Support</p> <p>Sung – Explained that the training is really important and has given her confidence and an idea of what to expect in the workplace, in Aged Care or individual support. She described her trainer, Linda, as generous, understanding, patient, sympathetic and always ready to help. She enjoys the role plays in class and volunteering to help improve language and communication skills.</p> <p>Zwali – Arrived in 2018 and began studies in Aged Care at a Tafe, but she found it difficult because of her English language skills. Her local community group told her about NRCHI and she is happy to be learning here. Staff and trainers are helpful and supportive. She found it difficult to understand and speak English but this has improved and she enjoys her class.</p> <p>The Chairperson thanked Sung &amp; Zwali and presented them with a small gift. She also thanked their teacher Linda.</p>
5	<b>2018 AGM Minutes</b>	<p>Minutes of 2018 Annual General Meeting</p> <p>Discussion: add Shirley Deane as an apology at the 2018 AGM.</p> <p><b>Pat King moved the motion</b> to add Shirley Deane as an apology and accept the minutes of the 2018 Annual General Meeting as an accurate record as to what occurred.</p> <p><b>Seconded: Eileen Hurley, Carried unanimously</b></p>
6	<b>Business Arising from 2018 AGM Minutes</b>	<p><b>Annual Membership Subscription</b></p> <p>The Chairperson asked for a motion to be moved that the annual NRCHI membership fee be zero.</p> <p><b>Anna Ballinger moved the motion</b> that the annual NRCHI membership fees be zero. <b>Seconded: Eileen Hurley, Carried unanimously</b></p>
7	<b>2019 Committee of Governance</b>	<p><b>Annual Report</b> - Presented by Julie Reid</p> <p>Discussion: Some big challenges and a few changes on the Committee of Governance.</p> <p>Julie acknowledged sadness in closing the childcare facility and thanked those who assisted in the transformation of this to a multi-purpose, community space.</p> <p>Julie explained that updating the Rules of the Association has taken some time and energy, but was undertaken with the desire for them to accurately reflect how NRCHI operates.</p> <p>Julie mentioned how proud the CoG is of the small but extremely important financial surplus for 2019.</p> <p><b>Isobel Valotto moved the motion</b> to accept the 2019 Committee of Governance Report.</p> <p><b>Seconded: Carol Poustie, Carried unanimously</b></p>
8	<b>2019 CEO Report</b>	<p><b>2019 CEO Report</b> - Presented by Helen Ferguson</p> <p>Discussion: Our goal in 2019 was to bring the community back to the community house.</p>

		<p>Have worked to consolidate the core business.</p> <p>Thanked staff and trainers for high level of support including the volunteers in the office, gardens and those facilitating activities, as well as Committee of Governance members.</p> <p>Acknowledged a strong start to 2020 but admitted being challenged by current events (Coronavirus).</p> <p><b>Marg Kyle moved the motion</b> to accept the 2019 CEO Report.</p> <p><b>Seconded: Carole Poustie,</b></p> <p>Shirley Deane thanked Helen for her leadership and support.</p> <p><b>Carried unanimously</b></p>
9	<b>2019 Financial Report</b>	<p><b>2019 Financial Report</b> - Presented by Yanti Tanto</p> <p>Discussion: Report has been audited by Paul Fox.</p> <p>Staff have worked hard since 2018 where we had a loss of \$17k – tireless effort from management and staff has turned this into a small profit.</p> <p>We streamlined the NRCHI business plan to achieve efficiency.</p> <p>The focus has been on popular courses (responding to community demand) and good marketing efforts (cooperating with other community houses, utilising social media, and word of mouth). Consistent enrolments were achieved. NRCHI had an increase in income from room hires. Many cost reduction measures were also put in place.</p> <p><b>Pat King moved the motion</b> to accept the 2019 Financial Report.</p> <p><b>Seconded: Isobel Valotto, Carried unanimously</b></p>
10	<b>Appointment of auditor</b>	<p><b>Anna Ballinger moved the motion</b> to appoint Paul Fox from Super Audit Services to audit NRCHI's 2020 finances.</p> <p><b>Seconded: Eileen Hurley, Carried unanimously</b></p>
11	<b>Election</b>	<p><b>2020/2021 Committee of Governance Members</b></p> <p>The Chairperson declared all positions on the Committee of Governance vacant and introduced Rose Ensor from Maroondah City Council to run the elections.</p> <p>Rose has been working with all five of the community houses for a number of years. She is happy with how the houses are working collaboratively together to meet the bigger needs of the community, in areas such as: socialization, mental health and addressing diversity.</p> <p>Rose acknowledged the hard work done by the staff and COG to turn the NRCHI situation around.</p>
12	<b>Election</b>	<p><b>2020/2021 Committee of Governance Executive Positions</b></p> <p>Chaired by: Rose Ensor, Maroondah City Council</p> <p>Office bearers and general members nominated for a new term:</p> <ul style="list-style-type: none"> <li>• Pat King and Eileen Hurley nominated Julie Reid for the role of Chairperson</li> <li>• Julie Reid and Isobel Valotto nominated Anna Ballinger for role of Secretary</li> <li>• Julie Reid and Isobel Valotto nominated Yeo Jin Song for the role</li> </ul>

		<p>of Treasurer</p> <ul style="list-style-type: none"> <li>• Julie Reid and Isobel Valotto nominated Pat King for the role of Vice Chairperson</li> <li>• Julie Reid and Pat King nominated Eileen Hurley for the role of Ordinary Member</li> </ul> <p>Rose asked for a member to move that all nominated people be appointed in positions that they were nominated for.</p> <p><b>Carol Poustie moved the motion</b> that all nominated people be appointed in positions that they were nominated for</p> <p><b>Seconded: Julie Oswald, Carried unanimously</b></p> <p>Julie thanked Rose Ensor for announcing the 2020/2021 and presented her with a small gift. The Chairperson invited outgoing Committee of Governance members Carol Poustie &amp; Isobel Valotto to receive a small gift in acknowledgement of their involvement on the Committee in 2019.</p> <p>Carole and Isobel thanked all staff and the Committee for the incredible amount of work put into NRCHI, and made special mention of Julie.</p>
13	<b>Special Resolution</b>	<p>Details of the Rules were sent to all members 21 days prior to this AGM.</p> <p>It is intended that the following resolution be proposed as a <b>Special Resolution</b>: “the proposed updates to North Ringwood Community House Inc’s 2013 Rules for the Incorporated Association be adopted in full.</p> <p style="text-align: right;"><b>Moved: Pat King, Seconded: Marg Kyle</b></p> <p>Before voting commenced, the Chairperson informed the meeting that she had received feedback with regards to the wording of section 53 (1) and 54 (1). In 53 (1), this involved the need to delete any reference made to subrule (3) and rule 54, as it is no longer relevant and in Rule 54 (1) it involved rephrasing the current wording that says “Board members automatically resign from the Board at the end of their 3 year tenure” to “Subject to Rule 48 (2), Board members hold office until Board positions are declared vacant at an annual general meeting”.</p> <p>The Chairperson then asked for a motion that the wording in sections 53 (1) and 54 (1) be changed to reflect the above wording in the proposed updates to North Ringwood Community House Inc’s 2013 Rules for the Incorporated Association.</p> <p><b>Pat King moved the motion</b> that the wording in sections 53 (1) and 54 (1) be changed to reflect the above wording in the proposed updates to North Ringwood Community House Inc’s 2013 Rules for the Incorporated Association. <b>Seconded: Carole Poustie, Carried unanimously</b></p> <p><b>In light of the above motion</b>, the Chairperson then amended the original special resolution to read that “the proposed updates to North Ringwood Community House Inc’s 2013 Rules for the Incorporated Association, including wording voted for in the previous motion, be adopted in full.”</p> <p>The Chairperson asked for any questions or comments. There were none. As the original special resolution had already been moved and seconded, the Chairperson asked for a show of hands in relation to all those in favour. People raised their hands. She asked for those against, no hands were raised. <b>The vote was carried unanimously.</b></p>

<b>14</b>	<b>Next Committee of Governance Meeting</b>	Tuesday 21 <sup>st</sup> April, 2020 at 4.30pm
<b>15</b>	<b>Guest author, Fran Collings</b>	<p>The Chairperson introduced Fran Collings. Fran has been involved with the Professional and Creative Writing class since 2011. She is an award-winning, published author of NRCHI's Professional Creative Writing class.</p> <p>Fran commented that she was delighted we are able to have such a community house in Ringwood. She shared an inspiring story about "Steve's Party", a different sort of party she attended in New Zealand in January 2019.</p> <p>Julie thanked Fran and presented her with a small gift.</p>
<b>16</b>	<b>Closure of AGM</b>	<p>The Chairperson thanked Betty, Nancy, Eileen and Pat for organizing the catering and clarified some membership matters.</p> <p><b>Meeting closed at: 11.21am</b></p>

## CHAIRPERSON'S REPORT: 2020

I recently had the privilege of listening to Rachel Colla; Speaker, Facilitator, Consultant, Teaching Specialist and Coach Specialising in Optimal Performance and Wellbeing. I also grew up next door to her! She spoke about Hope Theory and referenced the late Rick Snyder, who developed a 'hope equation':

**Willpower** (belief in ability to affect change) + **Waypower** (capacity to move towards goals) = **Hope**. In her research, Rachel is currently exploring more about this and adding some other 'powers'. (Colla. R (2020), Hope is not a strategy.....or is it? Evidence suggests it might be one of the most important in a global crisis! <https://www.linkedin.com/pulse/hope-strategy-or-evidence-suggests-might-one-most-important-colla/>. Accessed 8/3/2021)

When reflecting on 2020, I think that there is a tendency for all of us to think about how hard it was, how much we didn't get to do, the people that we didn't get to see and the places we didn't get to go. I too could write this report with that mindset. Instead, however I would like to focus on what we did do, who we did connect with and what we did achieve, because we had hope.

### Things to celebrate:

- We had our 2019 AGM in person (just before the first lockdown).
- The incredible and unwavering commitment of our staff team ably led by Helen Ferguson. They were not only flexible, adaptable and understanding, but managed to keep some courses going and in some cases, start new ones online.
- The faithful Board members who met via Zoom from March to December 2020. This included participating in two additional special meetings to examine our COVID-19 Reopening Plan and review and update our Strategic Plan.
- Strengthened partnerships with other Community Houses and organisations in Maroondah.
- The opportunity for our website to be updated.
- The creativity of people who reached out to others regularly via Zoom and phone to ensure meaningful connections continued despite the isolation.
- The North Ringwood Community House 'Real Impact. Real Value' report based on the 2019 Neighbourhood Houses Victoria survey that concluded that although our yearly income was \$506,817.00, the 'real value' in terms of the community was \$3,998,635.00. The main areas of contribution were in the categories of 'adult community education', 'improved quality of life through social connection' and 'volunteer contributions.'
- Many updated policies, including our Risk Management Plan, Risk Management Policy and Risk Appetite Matrix.
- The faithfulness of members, volunteers and patrons who began re-entering NRCHI in November 2020.

At this point in the report, I usually refer to 'Hopes for the future', of which there are many, but instead, I encourage everyone to read our newly developed 2021-2023 Strategic Plan. This will give you insight into our hopes and how we aim to go about achieving them, in essence, with both Willpower and Waypower.

As with my report last year, I cannot conclude without again applauding Helen and the team on an even more significant budget surplus than expected. This has a lot to do with the federal cash flow boost, but also the exemplary fiscal management that both Helen and Yu Shen do daily.

We continue to be a small Board and have a small staff and volunteer team. We cannot do any of this by ourselves and encourage all members to examine how they might further contribute to the 'lifeblood' of NRCHI. There are always things to do, so please have a chat to one of the Board members or staff if you have ideas and/or capacity to get involved.

I am truly grateful to be a part of NRCHI, thank everyone for their contributions and look forward to 2021 in a spirit of hopefulness.

**Julie Reid**

Chairperson - On behalf of the NRCHI Board of Governance

## CEO'S REPORT: 2020

What a year 2020 was! NRCHI started the year off strongly only to shut its doors at the end of March when the first round of Covid-19 restrictions came into force. We briefly came back for a few weeks mid-year only to be plunged into a second lockdown.

While I recognise how challenging the last year has been for everyone, both personally and professionally, it has been a privilege to work with such a resilient and flexible staff and board team who continued to prioritise NRCHI in the midst of a pandemic. Among other things, in 2020, we:

- Updated the NRCHI Website
- Commenced two new accredited courses online
- Moved and delivered many accredited and pre-accredited courses online via Zoom
- Continued to offer classes online for free to some of our exercise participants
- Stayed connected with our local community through Zoom, a newsletter and phone calls
- Researched new courses for 2021
- Attended professional development for Covid Safety, ACFE and the RTO
- Altered the childcare space to a multi purpose space and library
- Connected to the NBN
- Updated our IT network and security
- Developed our 2021-2023 Strategic Plan
- Reviewed our Risk Management
- Developed and Implemented our Covid Safe Plan

In mid-2020 Yanti Tanto, our Finance Officer, secured a full-time position elsewhere. Yu Shen Foster commenced with NRCHI just before the second lockdown and almost immediately had to work from home. Yu Shen has settled in well and we appreciate her accounting skills and knowledge.

Gaye Angus also chose to move on last year and look for something different. Caroline Mumford has since joined the NRCHI team. I thank both Yanti and Gaye for their dedication and service to NRCHI and wish them both well in their future endeavours.

Though it was a difficult year, with the Australian Government's Cash Flow Boost, and the continuing efforts in providing training and services relevant to our community, we made a significant profit.

I am very fortunate to have such a dedicated Board of Governance. The Board continued to meet throughout the lockdown via Zoom and supported both myself and the team through what was a trying, exhausting and, at times overwhelming year. I thank each and every one of them.

My appreciation goes to our trainers, facilitators and volunteers, though we didn't see very much of you in 2020, we warmly welcome you all back in 2021.

I wish to acknowledge Maroondah City Council, DHHS and DET for their ongoing financial support.

Finally, to my amazing staff team, thank you for everything that you do for me and for NRCHI. 2020 was a difficult year and I recognise that everyone went above and beyond their normal duties to ensure NRCHI remained accessible and operational.

Though 2021 may still present some ongoing Covid related and other challenges, it will also be an exciting year as we build on our achievements, continue to reflect on our practices and strive to provide quality needs-based services to our local community.

**Helen Ferguson**  
CEO

## COURSES AND ACTIVITIES: 2020

Accredited Training on Scope of Registration		Computer & Workskills
Certificate III in Individual Support Certificate IV in Leisure & Health Certificate IV in Disability Work		Basic Computer Skills for Beginners Beyond Basic Computer Skills Word & Excel Professional Creative Writing English Conversation
Languages		Health & Fitness
Italian Language Spanish Language English Language Education Support		Pilates Bush Nomads (Bushwalking) Strong People Stay Young Tai Chi for Beginners Tai Chi Hatha Yoga Chair Yoga Zumba Gold Belly Dancing
Special Interest		
Coffee & Craft Age Pension & Your Choices		Fab Group Meet Me At The Movies
Art & Craft		
Porcelain Dolls Leadlighting Drawing & Painting Crochet		Watercolour Painting Quilting

## TRAINERS AND FACILITATORS: 2020

Noel Ashby – Leadlighting  
Rosalba Drummond – Italian for Beginners & Advanced  
Annette Sims – Porcelain dolls  
Caroline Gerber – Basic Computer Skills & MYOB  
Diane Plant – Hatha Yoga  
Sam Ruwoldt – Crochet  
Carole Poustie – Professional Creative Writing  
 Nick Fisher- Word/Excel  
 Pene Hingston – Cert III in Individual Support

Judy Sammut – Strong People Stay Young  
Karen Calder - Quilting  
Nicola Shepherd – Chair Yoga  
Joyce Murphy – Watercolour Painting & Fab Group  
Linda Pedersen – Leisure & Health  
Janice Zurzolo – Tai Chi for Health  
Paris Karvelis – Adult Literacy  
Marina Riddiford – Cert IV Disability  
Amanda Robinson – Professional Creative Writing

Feza Gallagher – Pilates  
Shirley Deane – Bush Nomads  
Zabelle – Belly Dancing  
Aurora Chighine - Spanish for Beginners & Advanced  
Isobel Valotto – Coffee & Craft & Meet me at the Movies  
Melody Knight – Drawing & Painting  
Susanne Vuckovic – Zumba Gold

## ACCREDITED TRAINING COORDINATOR'S REPORT: 2020

When I sat down to write this report, I thought what can I say about 2020? We were working from home from March to November and like everyone else, were confined to a 5 km radius from our home. So, nothing to report!

Then I really thought about all that we had achieved during lockdown.

Firstly, we moved from face-to-face teaching to online in one week. We needed to be able: to connect with our students face to face, communicate, share screens and collaborate. We wanted our students to feel like they were in the classroom. So we chose Zoom, a cloud-based video communications app that allowed us to 'live chat' with our students on a laptop computer, tablet or mobile phone. This was a major change to the way we delivered our training, but it went well and all students were very happy to be able to continue with their studies. As one student said. "In a world that had stopped it was something that was still moving forward", I think this sums up what most students felt.

In March 2020 when we went into lockdown we had two Certificate III in Individual Support classes running for CALD students. Unfortunately, as the CALD students all had young children at home and needed to home school them, we suspended these classes. I am pleased to say one group have now completed their learning and are waiting to do their work placement hours which will start in the next few weeks at Olivet Aged Care in Ringwood. The second group of Individual Support students have restarted and will complete their studies at the end of 2021. We also had two Certificate IV in Leisure and Health classes running via Zoom during lockdown. Students in these classes have now completed all of their learning and are starting their placements.

During Term 2 we started a Certificate IV in Disability class which ran via Zoom for the entire duration, and during Term 4 a Certificate IV in Leisure and Health class commenced via Zoom. This is now continuing face to face in the classroom.

As our enrolment process was very much paper based starting these classes also came with its challenges. We were able to meet the legislative requirements of enrolling students by holding enrolment interviews via Zoom and using a third-party program to verify documents and signatures.

Another challenge for our students was the work placement component of their courses. The Aged Care and Disability sectors all faced their challenges during Covid-19 and restrictions around visitors to these environments meant that no student placements could occur.

I think it is a credit to all staff at NRCHI that we were able to face the challenges of 2020 and find solutions which enabled us to continue to bring quality education to the community.

Thank you to all staff and trainers for their support and I look forward to a positive 2021.

**Linda Pedersen**

Accredited Training Coordinator

## FINANCIAL REPORT FROM 1<sup>ST</sup> JANUARY 2020 – 31<sup>ST</sup> DECEMBER 2020

The year 2020 financial reports for North Ringwood Community House Inc. have been duly audited by Paul Fox CPA from Super Audit Services and are presented for your information.

2020 was a particularly difficult year. Under COVID-19 restrictions, management and staff worked together to strive for a best possible outcome. With a team effort, NRCHI in 2020 is in a better financial position than last year with a net profit after extraordinary income of \$19,617, compared to a net profit of \$1,643 in 2019. In addition, the Cash Boost Stimulus Scheme provided a total of \$74,668 extraordinary income. This helped to pay the monthly IAS during the pandemic and added to the net profit of \$94,285.

In 2020 NRCHI continued to focus on delivery of quality and popular courses that were in demand by our local community. However, due to COVID-19 restrictions, we had to lockdown the office for much of the year. This meant students could not attend classes onsite and contributed to a low number of students in GAE and ACFE courses. As a result, we saw a decrease of GAE course income from \$99,361 in 2019 to \$29,163 in 2020. With the marketing efforts established in 2019, and word of mouth from present and past students, some of our accredited and pre accredited courses managed to continue throughout the year.

There was a limitation to maximize revenue. We had to carefully watch our spending to minimize expenses. A collaborative team effort from management and staff in controlling operating costs has seen cost reduction from \$505,175 to \$443,859 in 2020.

We had a difficult year during COVID-19 restrictions. However, we met the challenges and adopted our operations as best as we could. NRCHI continued to provide the most relevant training and services to our communities. As COVID-19 restrictions look to ease in 2021, and students can attend onsite once again, our overall financial position looks to improve.

**Yu Shen Foster**  
Finance Officer

## ACKNOWLEDGEMENTS

NORTH RINGWOOD COMMUNITY HOUSE INCORPORATED acknowledges the support of:



## North Ringwood Community House Inc.

35-39 Tortice Drive, Ringwood North 3134

PO Box 2489, Ringwood North 3134

Telephone: 9876 3421

Email: [admin@nrch.org.au](mailto:admin@nrch.org.au)

[www.nrch.org.au](http://www.nrch.org.au)

Facebook: [www.facebook.com/NorthRingwoodCHi](http://www.facebook.com/NorthRingwoodCHi)

(ABN 78 052 679 939)

(TOID 6434)