



Annual General Meeting 2021



North Ringwood Community House Inc
35-39 Tortice Drive
Ringwood North

**North Ringwood Community House Inc.
2021 Board of Governance, Staff & Volunteers**

Board of Governance



Julie Reid
Chairperson



Anna Ballinger
Secretary



Yeojin Song
Treasurer



Pat King
Member



Eileen Hurley
Member



Del Leslie
Member

Staff



Helen Ferguson
CEO



Linda Pedersen
Acc. Training
Coordinator



Yu Shen Foster
Finance Officer



Corinna West
Admin Officer

Cleaners:

Jennifer Deakin
Emma-Lee Keogh

Volunteers:

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

Shirley Deane
Isobel Valotto
Isobel Valotto & Liz Spry
Sam Ruwoldt

North Ringwood Community House Inc.

2021 Annual General Meeting

16th March 2022 at 10am

A G E N D A

1. Welcome by Chairperson
2. Apologies
3. Passing of 2021 AGM Minutes
4. Business arising from the 2021 AGM minutes
5. Chairperson Report
6. CEO Report
7. Financial Report
8. Appointment of Auditor for 2023
9. Guest Speaker: Cr Suzy Stojanovic, McAlpin Ward, Maroondah
10. Closure of AGM
11. Next Board of Governance meeting: TBA



Minutes from the 2021 NRCHI Annual General Meeting

Held on 17th March 2021 at 10.00am
at North Ringwood Community House Inc.

Meeting Date & Time	17 th March 2021, 10.00am
Meeting Location:	North Ringwood Community House Incorporated 35-39 Tortice Drive, Ringwood North Vic 3134
1.	<p>Welcome by Chairperson – Julie Reid</p> <p>Julie acknowledged the traditional custodians and welcomed all attendees.</p> <p>Present</p> <p>Nancy Apted, Anna Ballinger, Betty Campbell, Rosemary Canter, Jean Collier, Fran Collings, Margaret Davidson, Shirley Deane, Rose Ensor (Community Development Officer, MCC), Helen Ferguson (CEO, NRCHI), Jane Findlay (MCC), Caroline Gerber, Pat Haw, Eileen Hurley, Shirley Johnstone, Pat King, Marg Kyle, Del Leslie, Heather Lewis, Sue McLeod OAM, Phil Medley (Team Leader & Community Planning, MCC), , Julie Reid, Edwina Ricci (Guest Speaker - Maroondah Positive Education Network), Neil Roberts, Yeo Jin Song, Cr Kylie Spears (Mayor, Maroondah City Council), Liz Spry, Isobel Valotto, John Kyle, Peter Feeney.</p>
2.	<p>Apologies</p> <p>Dot Andrews, Gaye Angus, Yu Shen Foster, Paul Fox, Feza Gallagher, Paris Karvelis, Bev Keeble, Linda Pedersen, Carole Poustie, Marina Riddiford, Suzy Stojanovic, Michael Sukkar MP Minister for Housing), Sharyn Tallentyre, Yanti Tanto, Corinna West, Janice Zurzolo, Grant Meyer (Manager of Integrated Planning, MCC)</p>
3.	<p>Passing of 2019 AGM Minutes</p> <p>Moved that the Minutes of the 2019 North Ringwood Community House Inc Annual General Meeting be accepted as a true and correct record of events.</p> <p style="text-align: right;">Moved: Julie Reid, Seconded: Pat King. Carried</p>
4.	<p>Business arising from the 2019 AGM Minutes</p> <p>The Chairperson asked for a motion to be moved that the annual NRCHI membership fee remain at zero until the next AGM.</p> <p style="text-align: right;">Moved: Julie Reid, Seconded: Marg Kyle. Carried</p>
5.	<p>2020 Organisational Reports – Julie Reid read</p> <p>2020 CEO’s Report</p> <p>Moved a motion to accept the 2020 CEO Report as presented and included in the AGM Report booklet.</p> <p style="text-align: right;">Moved: Shirley Deane, Seconded: Pat King. Carried</p> <p>2020 Chairperson’s Report</p> <p>Moved to accept the 2020 Chairperson’s Report as presented and included in the AGM Report booklet.</p>

	<p style="text-align: right;">Moved: Marg Kyle, Seconded: Shirley Johnstone. Carried</p> <p>2020 Financial Report</p> <p>2020 Financial Report has been audited by Paul Fox, CPA, Super Audit Services.</p> <p>Acknowledged the effort that Yu Shen has put in and her collaboration with the CEO to ensure NRCHI is fiscally responsible.</p> <p>Moved to accept the 2020 Financial Reports as presented and included in the AGM Report booklet.</p> <p style="text-align: right;">Moved: Yeo Jin Song, Seconded: Fran Collins Carried</p>
6.	<p>Appointment of Auditor for 2021</p> <p>The motion to appoint Paul Fox from Super Audit Services to audit NRCHI’s 2021 finances was raised.</p> <p>Moved: Yeo Jin Song, Seconded: Shirley Deane</p> <p>Discussion regarding having the same Auditor over a long-term period was initiated. Agreed that the Board would conduct some research into the option of changing our auditor for 2022.</p> <p>Motion was Carried</p>
7.	<p>Election of the 2021 Board of Governance members including Executive positions – Rose Ensor (MCC)</p> <p>Chairperson, Julie acknowledged that Del Leslie has been appointed by the Board of Governance as a General Member and noted that under the new Rules for the Incorporated Association, Board of Governance members will now be appointed for a period of 3 years. Julie declared all positions on the Board of Governance (except that of Del Leslie) vacant and introduced Rose Ensor from Maroondah City Council to run the elections.</p> <p>Rose noted that community houses are at the forefront of the recovery from Covid-19. She acknowledged the amazing job they have done in providing connection, technology, social support and allowing people to continue to improve their education. She commented that even though doors were shut, there was a lot of work going on behind the scenes. Rose read out the following nominations.</p> <ul style="list-style-type: none"> • Anna Ballinger & Yeo Jin Song nominated Julie Reid for the role of Chairperson • Anna Ballinger & Julie Reid nominated Yeo Jin Song for the role of Treasurer • Patricia King & Julie Reid nominated Anna Ballinger for the role of Secretary • Julie Reid & Anna Ballinger nominated Pat King for the role of General Member • Julie Reid & Pat King nominated Eileen Hurley for the role of General Member <p>Rose asked for a member to move that all nominated individuals be appointed in the roles they were nominated for.</p> <p>Moved: Betty Campbell , Seconded: Shirley Johnstone Carried</p> <p>Julie thanked Rose and presented her with a gift.</p>
8.	<p>Guest Speaker: Edwina Ricci – Project Manager, Maroondah Positive Education Network</p>

	<p>Edwina started by asking “What lights you up?” and indicated that wellbeing is about doing more of that. The main goal of the Maroondah Positive Education Network is to empower communities to build wellbeing. Discussed intentions and setting tiny habits (that can be increased) as well as strengths and superpowers.</p> <p>Julie Reid thanked Edwina Ricci for her presentation and presented her with a gift.</p>
9.	<p>Closure of AGM - AGM was officially closed at 11:20am</p> <p>Next Board of Governance meeting: Tuesday 27th April at 4.30pm</p>

When thinking about the 2021 journey of NRCHI, one word comes to mind, gratitude. I am so thankful for the faithfulness of staff and volunteers (both operational and Board) and for the government support that we received during what has been a very challenging time for everyone.

As you are aware, the Board of Governance is responsible, among other things, for the oversight of the organisation, while the CEO focusses on operational matters. In essence, the Board is in the background, while the CEO and staff are 'centre stage'. What an incredibly dedicated group of people we have. Every day, they continue to muster the strength and energy to keep the 'home fires burning'. Below are some highlights from the 2021 Board (Pat King, Eileen Hurley, Del Leslie, Yeo Jin Song – Treasurer, Anna Ballinger – Secretary, Julie Reid – Chairperson):

- A Welcome back to NRCHI event that reconnected patrons to the environment, staff, volunteers, and Board members. A great time was had by all, and Jim Hurley added to the event by giving tours of the Men's Shed. This event also gave people an opportunity to 'dream' about what could be in 2021 and resulted in the establishment of a 'Book Club'. It also 'planted the seed' for a Gardening Group, that we are still hoping will commence sometime in 2022. We just need some 'green thumbs.'
- Representing NRCHI at the Maroondah Youth Careers Expo. This was a great opportunity to connect with many organisations in Maroondah and beyond that support the career development of young people.
- Approving multiple COVID Safe plans. Maybe not a highlight, but excitement that, when possible, NRCHI was being utilised by community members.
- The development of our new 2021-2024 Marketing Plan
- Changing over to Bendigo Bank enabling us to have use of a debit card to assist in the day-to-day operations of NRCHI. We are also excited for the grant opportunities that the Bendigo Bank provide and hope to apply for some grants in the future.
- The development of an NRCHI newsletter.
- A review of risk management docs and Governance policies ensuring currency.
- The annual CEO Review where a subcommittee had the privilege of reflecting on and celebrating all the work that Helen does.
- An increase in Association membership and a new Board member, Del Leslie.
- Achieving a profit for the 2021 Financial year.
- Continued support of one another, mainly virtually.
- On a personal note, the opportunity to be sponsored by MCC to undertake a 6-month course; The Certificate of Creating Wellbeing. What a privilege it was to connect with 40 participants from all over Maroondah, including a representative from each Community House to learn about how to not only improve Wellbeing on a personal level, but on a community level. So many great initiatives and friendships were borne out of this course. I can't wait to see the impact that they will have in the future.

The other day, after a Board meeting, Helen and I were reflecting on the past 4 years and how much has been achieved. In the day to day 'grind' it is sometimes hard to see, but boy has NRCHI changed. We are so excited about what 2022 will hold and look forward to journeying with staff, volunteers, members, and patrons to continue to provide a place of connection and learning. We particularly look forward to celebrating the 30th Anniversaries of the Fab 50's and Bush Nomad's groups'. What a legacy NRCHI is leaving in the Community.

Julie Reid
NRCHI Chairperson
On behalf of the Board

CEO'S REPORT: 2021

Although commencing 2021 well, with good enrolments in the majority of courses, the global pandemic presented many challenges for NRCHI and impacted every aspect of our business.

Whenever a lockdown was announced, all face-to-face classes/activities were cancelled or moved to virtual platforms. When lockdowns eased, we pivoted back to face-to-face delivery. Not only was this disruptive to everyone involved but it created an enormous amount of work for NRCHI staff who constantly juggled classes, organised credits or refunds for missed classes or held over payments for future classes while continuing to maintain a connection with our patrons through emails, newsletters, social media as well as online platforms. It was a credit to our small staff team who, while working from home, managed to continue to offer a variety of educational and social pursuits to our community in such trying circumstances.

My sincere thank you goes to our volunteers, employees, contractors, patrons and partners for your ongoing support and commitment. You are all important and an integral part of the NRCHI community. We have loved seeing everyone return onsite this year.

I wish to thank Neighbourhood Houses Victoria and Maroondah City Council for their input and guidance over the past year, particularly in interpreting the Chief Health Officer's directions and compliance regarding COVID-19.

Like most Neighbourhood Houses, NRCHI relies on passionate and dedicated volunteers; thank you to Isobel, Liz, Shirley and Sam who so generously donated their time and energy to NRCHI throughout 2021.

Thank you to the members of the Board of Governance for their successful strategic leadership and governance of NRCHI. The Board continued to meet throughout the lockdowns via Zoom for a second year which at times was quite challenging. Special thanks to Julie Reid for performing the role of Chairperson so thoroughly and passionately.

I am very grateful to our dedicated and hardworking team. Each member of staff has a vital role at NRCHI and, though there was only four of us, we were able to offer an assortment of adult education and social activities ranging from accredited and pre-accredited training, fitness and creative pursuits as well as activities to increase community engagement and social interaction. The positive difference we make to the lives of those who participate in activities at NRCHI, is for some, life changing.

The neighbourhood house sector has done amazing things throughout the pandemic with the sector contributing over \$1.1 million per day of community worth (Neighbourhood Houses Victoria Annual survey 2021). NRCHI alone managed to contribute over \$7,000 of community value in just four days, or \$168.43 for every hour we were servicing the community (during Covid-19 restricted settings with staff working from home). An amazing result that shows just how much Neighbourhood Houses are instrumental in supporting and keeping the local community connected.

Whilst the previous two years may not have been what any of us envisaged, NRCHI remains a committed, stable and supportive environment to help our local community recover from the devastating impacts of COVID-19. We look forward to continuing to bring people together to connect, learn and contribute to their local community through vocational, social, educational and recreational pursuits in 2022 and beyond.

Helen Ferguson
CEO

COURSES AND ACTIVITIES: 2021

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 MYOB with Payroll Advanced Excel
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
Special Interest	
Coffee & Craft (Monday & Wednesday) Book Club	Fab Group
Art & Craft	
Porcelain Dolls Leadlighting Drawing & Painting	Watercolour Painting Crochet

TRAINERS AND FACILITATORS: 2021

Noel Ashby – Leadlighting Rosalba Drummond – Italian for Beginners & Advanced Caroline Gerber – Word/Excel & MYOB Nicola Shepherd – Hatha Yoga & Chair Yoga Sam Ruwoldt – Crochet Carole Poustie – Professional Creative Writing Nick Fisher- Basic Computer Skills, Beyond Basic Computers Zari Rouhi – Cert III in Individual Support	Judy Sammut – Strong People Stay Young Aurora Chighine - Spanish Linda Pedersen – Leisure & Health Gayle Knight – Tai Chi for Health Paris Karvelis – Adult Literacy Olayinka Fatai – Cert IV Disability Amanda Robinson – Professional Creative Writing Joyce Murphy – Fab Group & Watercolour Painting	Siew Teng Yap – Pilates Shirley Deane – Bush Nomads Catherine James - Coffee & Craft (Mon) Isobel Valotto – Coffee & Craft (Wed) Owen Brown – Drawing & Painting Susanne Vuckovic – Zumba Gold
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ACCREDITED TRAINING COORDINATOR'S REPORT: 2021

2021 was the year we were all waiting for. It was to be the new beginning when we could come out of lockdowns and resume normal life again. But, again we spent most of the year at home. This certainly effected student engagement and motivation.

I think the success story has been the Burmese students who commenced their course in February 2020. They have been doing their course for two years. During lockdown 2020 we offered them Zoom classes but they needed to look after their children and learn how to home school. During Lockdown 2021 they came to NRCH and asked if they could go onto Zoom (they had learnt a lot about Zoom during 2020). We ran their Zoom class in the evening to accommodate them still needing to home school. They were very engaged and a delight to teach. This class will finish all classroom work on the 9th March. They will be doing their placement shortly after. I wish them all the very best and I am sure they will all find employment.

We have had another two CALD Certificate III in Individual Support classes commence, one in April 2021 and another in August 2021. The CALD classes are being supported with English and computer classes. We have been very fortunate to have engaged Jacob Lian who is also Burmese. This will help the students greatly with translations.

We had two Certificate IV in Leisure and Health classes complete in 2021. One started in October 2020 and completed August 2021. The other class started in March 2021 and completed in December 2021. Both classes were on Zoom for most of the year. More than half of these students are waiting for work placement to complete their qualification.

Work placement is still difficult to secure with outbreaks in facilities putting a stop to students being onsite.

We had one Certificate IV in Disability class which started in April 2021 and is due to complete in March 2022. They are doing well and looking forward to doing their placement.

Thank you to all staff and trainers for their support and help during such a difficult year and I look forward to the future at NRCHI bringing accredited adult education courses to the community.

Linda Pedersen

Accredited Training Coordinator

CONGRATULATIONS TO OUR SUCCESSFUL *CERTIFICATE*

III IN INDIVIDUAL SUPPORT CALD STUDENTS

My name is lang Mangpa. I am Chin speaking Burmese and Myanmar Nationality. I came to Australia as a refugee with my family in 2007. Life has been really challenging in Australia because of all the differences to what I got used to. Cultural and linguistic differences were the most challenging things to cope with. So too many times it was hard even to imagine of getting a job or a career for survival. I had been doing several odd jobs for years on and off.

So for me it was a great opportunity to attend the aged care course run by North Ringwood Community House (NRCH). NRCH has a strong relationship and understanding of culturally and linguistically diverse people and refugees. More importantly the teachers and trainers were so patient and compassionate in every session.

NRCH also arranged our placement to get us ready for the job which is vitally important for everyone who is interested in an aged care job. I was confident in my placement because I was well trained by NRCH. As a result, I was hired by the same company in which I had been doing my placement.

Therefore I really appreciate all the assistance of all NRCH staff members and would highly recommend it to my community.

My name is Than Sung Thluai. I am Myanmar Nationality and specifically from Chin State. My family and I arrived in Melbourne in 2014. Culture shock has been one of the most challenging parts for most newly arrived refugees like me. Besides that, it is almost impossible to get a good job without Australian accredited or recognised qualification.

I was introduced to North Ringwood Community House (NRCH) by friends in my community. NRCH is a Burmese background people friendly organisation. They use simple techniques yet are really effective in training us. Trainers were really patient to answer our questions and well expert in teaching slow learners like myself. The training coordinator is always available and easy to ring for questions and inquiries.

It would have been so difficult for me if I was asked to find work placement by myself. But NRCH helped us and could arrange it for us. That was so fantastic. I was doing good in my placement utilising the skills I learned from NRCH. The company I work for in my placement employed me soon after I finished my placement.

I am really grateful to all the staff members of NRCH. I highly rate it.



ACKNOWLEDGEMENTS

NEW OUTDOOR FURNITURE!

Thanks to the support from Maroondah City Council's 2021/2022 Small Equipment Grant, North Ringwood Community House Inc has purchased some fabulous new outdoor furniture.

This will enable visitors and patrons of NRCHI to sit comfortably in our outdoor space off our Community Room (that also boasts a library) to read, connect with others, enjoy a lunch break or participate in NRCHI activities.



NORTH RINGWOOD COMMUNITY HOUSE INCORPORATED acknowledges the support of:



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