

Manna Gum Community House Inc.

Annual Report 2017-2018



We would like to thank the following organisations and businesses for their support:

Alfred Fenton Bequest
Adult, Community and Further Education
Adult Learning Australia
Aherns Fruit Market
Andos Bakery
Anglicare Victoria
Bass Coast Adult Education
Bendigo Bank
Communities Making Energy Together
Department of Human Services
FareShare
Fish Creek Community Garden
Foster IGA
Foodbank Victoria
Foster Foodworks
Foster Medical Centre
Foster Primary School
Foster Secondary College
Foundation for Rural and Regional Renewal
John Wallis Foundation
Leongatha Community House
Manna Community Garden
Milpara Community House
Max Employment
Neighbourhood Houses Gippsland
Neighbourhood Houses Victoria
Prom Coast Centres for Children
Prom Community Op Shop
Prom Country Lodge
Prom Meats
Ruby Hills Organics
South Coast Primary Care Partnership
South Gippsland Bass Coast Local Learning and Employment Network
South Gippsland Hospital
South Gippsland Shire Council
StreetSmart Australia
St Vincent de Paul
Sustainability Victoria
The Mirror Newspaper
The Salvation Army
Toora Lions Club
Toora Primary School
Venus Bay Community Centre
Volunteering Victoria
Wulgunggo Ngalu Learning Place
Youth Affairs Council Victoria

MANNA GUM COMMUNITY HOUSE

**Financial Statements
For the year ended 30 June 2018**

Finance Consulting And Accounting

FCAA

10 Williams Street

Inverloch 3996

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MANNA GUM COMMUNITY HOUSE

**Detailed Statement of Financial Performance
For the year ended 30 June 2018**

	2018	2017
	\$	\$
Income		
Donations / Gifts	722.93	1,275.00
Fundraising Income	1,280.55	
Internet / Photocopying / Printing	480.74	367.23
Membership Fees	231.84	190.92
Programs / Events	2,268.71	1,901.56
Room Hire	5,752.69	7,836.86
Tea / Coffee Donations	15.05	
Course Income - Funded GST Free	11,891.78	2,784.08
Course Income - Unfunded GST Free	16,285.00	23,184.58
Unfunded Incl GST	2,481.83	781.82
Skill Share Income	5,027.85	2,822.79
DHS Grant	86,522.90	71,393.09
ACFE Equipment Grant	5,500.00	5,093.18
Broadband for Seniors		360.00
Centrelink Grant	24,611.84	22,060.20
ACFE CAIF Grant	10,000.00	40,000.00
Emergency Relief Income	1,525.98	5,615.50
Kitchen Grant		13,000.00
Auspicing Income	19,368.82	3,631.41
TIPS Grant	436.00	9,454.55
Building Dis. Incl Com. Grant		500.00
Dairy Tight Times Grant		5,000.00
Fees for Service - Tutoring	1,050.00	500.00
Salvation Army Vouchers	4,500.00	
Pamper day grant	1,000.00	
Powershop solar system	10,000.00	
Be connected	1,500.00	
Skate Park Project	1,000.00	
Community kitchen - Donation	600.00	
Alfred Felton Bequest	20,000.00	
John Walls Foundation	2,201.82	
Community Shop	18,936.40	22,693.15
Interest Income	338.62	253.31
Total income	<u>255,531.35</u>	<u>240,699.23</u>

The accompanying notes form part of these financial statements.

MANNA GUM COMMUNITY HOUSE

Detailed Statement of Financial Performance For the year ended 30 June 2018

	2018	2017
	\$	\$
Expenses		
Accountancy	800.00	800.00
ACFE Equipment Grant Expense	5,087.69	1,476.27
Auspicing Expense	17,637.60	11,246.39
Admin Expenses		877.98
Advertising and Marketing	1,973.56	1,919.45
Be Connected	996.31	
Bank Fees And Charges	154.65	141.85
Catering / Room Hire	1,887.42	1,086.26
Community Shop Expenses	5,963.28	4,460.84
Community Shop Consignees	81.10	441.35
Course Refunds	500.45	403.63
Broadband for Seniors		455.00
Building Dis. Incl. Com Grant exp		500.00
Community kitchen	600.00	
Contractor - CAIF	17,045.00	
Cleaning and rubbish removal	3,283.72	3,401.92
Donations	50.00	50.00
Electricity Expenses	1,763.51	3,903.92
Groceries	898.33	1,067.14
Police Checks	136.36	137.27
Programs / Events	2,202.72	1,671.35
Gifts	16.09	404.90
Community House Equipment	2,408.06	3,808.98
John Walls Foundation	306.59	
Depreciation	5,453.00	4,398.00
Dairy Farm Day		4,264.64
Family Learning Support Program		2,311.00
Fees for Service - Tutoring	350.00	550.00
Repairs & maintenance	1,181.07	3,054.66
Printing / Photocopying	1,852.42	1,125.15
Internet	723.65	601.22
Computer Expenses	1,214.55	2,032.00
Council Rates	272.80	269.30
Postage	30.00	156.96
Skate Park Project	4,578.91	
Self funded garden expenses	822.70	
Salvation Army Vouchers	1,322.03	

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MANNA GUM COMMUNITY HOUSE

**Detailed Statement of Financial Performance
For the year ended 30 June 2018**

	2018	2017
	\$	\$
Emergency Relief Expense	1,924.11	3,828.68
Security	1,401.00	480.00
Skill Share Programs		655.03
Stationery / Office Supplies	1,254.15	1,807.66
Software	2,512.64	2,471.25
Staff training	752.68	1,292.44
Staff Uniforms	226.27	
Subscriptions / Memberships	2,078.12	1,044.80
Sundry expenses	13.35	348.04
Telephone	2,708.17	2,760.51
Tutors - Not Reportable	8,700.78	2,555.00
Tutors - GST Free	10,980.00	21,340.00
Tutors - Incl GST	3,620.25	2,021.63
Tutor - Louise	3,185.00	
TIPS Grant expnse	3,465.00	4,335.00
Water expenses	1,947.91	
Wages & Salaries	106,519.59	70,947.63
Work Cover Premiums	1,397.40	1,849.84
Superannuation	9,815.47	6,155.68
Travel & Accom. Expenses	759.68	659.49
Insurance	675.70	650.94
Total expenses	245,530.84	182,221.05
Net Profit from Ordinary Activities before income tax	10,000.51	58,478.18

The accompanying notes form part of these financial statements.

MANNA GUM COMMUNITY HOUSE

Detailed Statement of Financial Position as at 30 June 2018

	2018	2017
	\$	\$
Proprietors' Funds		
Opening balance	183,447.03	117,485.40
Net profit / (loss)	10,000.51	58,478.18
Less:		
Total Proprietors' Funds	193,447.54	175,963.58
Represented by:		
Current Assets		
Cash Assets		
Foster Community House	39,748.06	75,299.01
Corner Inlet Mens Shed	166.35	166.35
Grant Account	5,155.48	663.95
Term Deposit	21,622.24	11,289.26
Petty Cash	100.00	5.65
Cash Tin	50.00	50.00
Community Shop Float	100.00	100.00
Mastercard Debit Card	170.55	1,131.45
	<u>67,112.68</u>	<u>88,705.67</u>
Receivables		
Trade debtors	20,824.56	2,198.93
Accruals	11,258.10	
	<u>32,082.66</u>	<u>2,198.93</u>
Total Current Assets	99,195.34	90,904.60

The accompanying notes form part of these financial statements.

MANNA GUM COMMUNITY HOUSE

Detailed Statement of Financial Position as at 30 June 2018

	2018	2017
	\$	\$
Non-Current Assets		
Property, Plant and Equipment		
Buildings - at cost	95,025.65	90,275.65
Office equipment	17,855.39	16,265.83
	112,881.04	106,541.48
Total Non-Current Assets	112,881.04	106,541.48
Total Assets	212,076.38	197,446.08
Current Liabilities		
Payables		
Secured:		
Trade creditors		2,261.66
		2,261.66
Current Tax Liabilities		
GST clearing	3,629.00	5,117.00
Amounts withheld from salary and wages	2,494.00	1,598.00
	6,123.00	6,715.00
Other		
Provision for Annual Leave	1,691.00	1,691.00
Provision for Long Service Leave	10,814.84	10,814.84
	12,505.84	12,505.84
Total Current Liabilities	18,628.84	21,482.50
Total Liabilities	18,628.84	21,482.50
Net Assets	193,447.54	175,963.58

The accompanying notes form part of these financial statements.

**MANNA GUM COMMUNITY HOUSE
NOTE 1 TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2018**

1. Statement of Significant Accounting Policies

The Committee have prepared the financial statements on the basis that the Manna Gum Community House is a non-reporting entity because there are no users dependent on general purpose financial statements. The financial statements are therefore special purpose financial statements that have been prepared in order to meet the needs of members.

The financial statements have been prepared in accordance with the significant accounting policies, which the committee have determined are appropriate to meet the needs of members. Such accounting policies are consistent with the policies adopted in the previous period unless stated otherwise.

The financial statements have been prepared on an accrual basis. Using Historical cost accounting.

MANNA GUM COMMUNITY HOUSE

Auditor's Report

Scope

We have audited the financial report for the financial year ended 30 June 2018 of MANNA GUM COMMUNITY HOUSE who is responsible for the financial report. We have conducted an independent audit of the financial report in order to express an opinion on them to MANNA GUM COMMUNITY HOUSE.

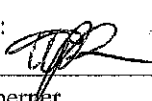
Our audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance whether the financial report is free of material misstatement. Our procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial report, and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial report is presented fairly in accordance with Accounting Standards and other mandatory professional reporting requirements so as to present a view which is consistent with our understanding of the business's financial position, the results of its operations and its cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit opinion

In our opinion, the financial report presents fairly in accordance with applicable Accounting Standards and other mandatory professional reporting requirements the financial position of MANNA GUM COMMUNITY HOUSE as at 30 June 2018, and the results of its operations for the year then ended.

Signed on :

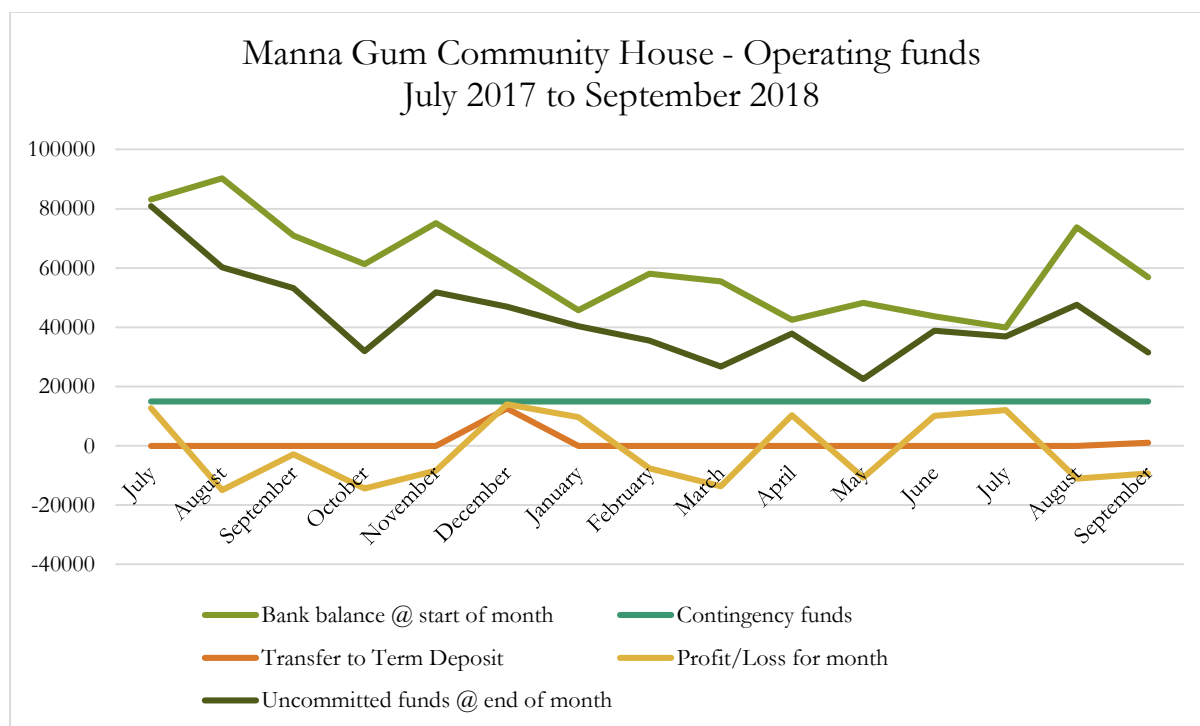
 25/10/18

Walter Taberner

FCAA

10 Williams Street, Inverloch

TREASURER'S SUPPLEMENTARY COMMENTS FOR 2017/18 ANNUAL REPORT



This year's audited accounts show an improvement in our financial situation since last year but limited scope for increases in services or improvements to facilities that our customers are asking for.

- To address this issue, it is helpful to understand where the House's finances come from:
 - The Victorian Department of Health and Human Services provides a grant which covers the employment of a coordinator and some administrative expenses.
 - We receive a grant from the Commonwealth Department of Human Services to provide a Centrelink agency, including the employment of staff to provide the service.
 - We compete for a range of grants from public and private sources to fund employment-related education, including the employment of a person to deliver the education. Applying for grants is a time-consuming process and, by the nature of the competition, not always successful.
 - Similarly, we compete for grants for other projects to improve the House's infrastructure (such as the installation of the solar panels) or service provision (such as emergency relief).
 - The Mannagum Community Lounge and Shop generates a nett income of about \$1,000 a month, on average.
 - Other events and workshops can generate small profits but don't always break even.
- Many activities draw heavily on a limited number of volunteers.
- Up to now, the financial challenges for the House have been addressed by focussing on trying to minimise costs. Bec and the Committee closely monitor expenses, look for savings and funding opportunities.
- The Committee's approach for last two years has been to improve planning and transparency:

- The cash register in the lounge and shop now (fairly reliably) allocates funds to various functions and allows us to monitor shop and lounge finances.
- We have a budget that we track monthly revenue and expenses against.
- Our financial situation is a complex mix of increased demands, rising costs and limited resources but the most significant factor this year has been increased staff costs which are unavoidable:
 - As signatories to the Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2017, we are committed to agreed pay scales and entitlements.
 - An internal audit during the year revealed that staff had been underpaid. This was an unplanned expense.
 - Also, we have moved \$11,000 to our term deposit to cover obligations such as long-service leave.
- It is clear that we need to put more emphasis on fundraising.
- One option is the establishment of an organisational structure whose key aim would be to raise funds. There are a number of possible approaches but it could include something similar to the Hospital Auxiliary, which would operate as a registered fund raising body with its own bank account. Such an arrangement would aim to draw on people in the community beyond the current House users and visitors. If successful, it would not only contribute funds and allow us to expand our program and resources but also to engage more widely with the community.
- I would like to record my appreciation for the efforts of Bec and Simone Goeckes. The Committee could not undertake its financial obligations without them. As mentioned above, Bec runs a pretty tight ship. Simone, as bookkeeper, ensures that our financial transactions are sound. She is alert to the detail of financial operations and keeps the Bec and the Committee thoroughly informed.

2016-2018 Strategic Plan

PURPOSE - The purpose of the Manna Gum Community House is to strengthen the Foster and Corner Inlet community by providing a welcoming place to find information and support. Our primary drivers are:

Education - We provide local and relevant community education to support lifelong learning.

Social inclusion - We are committed to encouraging community participation in all our activities and reducing social isolation.

Sustainability - We are committed to sustainable practice in all our activity.

VALUES - All activity at Manna Gum Community House is based on the core values of:

Respect

Accountability

Transparency

Community-focus

These values inform and direct our work and our relationships.

EDUCATION GOALS

1. Maintain a high standard of community education tailored to community needs.
2. Expand program delivery in Digital Literacy and Hospitality.
3. Increase the diversity of participants in our programs.
4. Increase program delivery in offsite locations.

SOCIAL INCLUSION GOALS

1. Maintain a safe, welcoming space for users of the Manna Gum Community House.
2. Maintain our relationship with Government agencies and other charities to meet the needs of our local community
3. Increase the diversity of visitors to the Manna Gum Community Lounge and Shop.
4. Maximise the use of Manna Gum Community House facilities to reach more community members experiencing social isolation and disadvantage.

5. Maintain regular and effective communication with our community to promote our services and determine community needs.

SUSTAINABILITY GOALS

1. Promote environmental sustainability initiatives in the community and in Manna Gum Community House operations.

2. Develop and implement policies that commit to sound and sustainable financial, administrative and management practices.

3. Continually explore possible revenue streams to increase financial sustainability and reduce financial risk.

4. Promote job satisfaction amongst volunteers and staff through sustainable work practices and effective management.

5. Maintain a high level awareness of opportunities for continuous improvement in environmental, financial and organisational sustainability.



President's Report

This year Manna Gum Community House has made some significant achievements against our three year Strategic Plan. There is still much to think about as our community grows and new demands and challenges arise. Our foundation purpose of providing education and social inclusion in a sustainable environment has been a sound guide for our work. As we prepare for a new Strategic Plan taking us to 2021 it is likely our purpose will be unchanged.

The last three years have seen the consolidation of many relationships we have with individuals and groups in our community. This has placed Manna Gum Community House in a strong position to incorporate these relationships into our future direction and decision making.

Changes to the internal layout provided the opportunity to provide some dedicated space to our important education initiatives. This space has not been wasted and is in use most days by eager learners. Our commitment to striking the right balance between Education, Social Inclusion and Sustainability is driving our future plans to increase the space we currently have. There are a number of options currently being considered to extend our physical footprint. The Backyard Masterplan will be finalised as part of the overall development. Our plans for our space are unashamedly ambitious and are what we believe our community needs and deserves.

The year has been full of events. St Patricks Day and Bastille Day were again sold out and delighted attendees with good food and music. Foodie Fridays are now a popular monthly event run by the fabulous Kelly. We were successful in gaining funding for another 'Pamper Day' and hope that this will join the Manna Gum Community House annual event calendar.

Community House staff continue to work with great skill and enthusiasm through the year. The commitment of Bec and Simone to keeping the Community House functioning to the high standards we have become accustomed to cannot be overstated. We are also very fortunate to have Lou as ACFE Program Coordinator to teach, lead and encourage our learners through their programs and access pathways to employment. The professional and friendly Barb and Sandra continue to deliver Centrelink services and help navigate a system that sometimes seems designed to confound the user.

The popularity of the Community Shop and Lounge continues to grow and there can be no doubt that excellence of our volunteers (and our cakes) is the reason. We also have preserves now available for purchase, made by the wonderful Noelle from produce from the garden. Likewise our volunteers in the office and the garden keep us on track and looking good.

Overseeing all of our good work is our Committee of Management who debate, decide and monitor the decisions that drive Manna Gum Community house forward.

My sincere thanks to everyone, volunteers, staff and the Committee of Management who have worked together over the year to achieve the things we have and to work in the interests of our community. As we head towards the close of another year we can reflect with satisfaction on our individual and collective efforts that keep Manna Gum Community House the huge community asset it is.

Jeanette Pierce
President, Committee of Management

Co-ordinator's Report

As I approach my fourth year in the role of Community Development Coordinator I continue to be inspired by the strengths within our local community of Corner Inlet, by the expertise of the staff and volunteers in our organisation and by the support from our partner organisations. We work together to increase the reach of our services to the community members that need it the most. We provide opportunities for lifelong learning because education is a great tool for empowerment. We have also worked over the last year to increase the diversity of our participants in our programs and have developed new education programs that engage adult learners from a wider and more varied demographic.

In 2017 during an average week 219 people used our centre, and volunteers contributed 183 hours of their time.

Our programs and events have expanded to include a broader range of Nationally Accredited training and our Learn Local program delivery has doubled in 2018. This was supported by a Capacity and Innovation Fund (CAIF) grant from the Adult Community and Further Education (ACFE) board to develop programs that are relevant to the priority cohorts identified by ACFE for the Gippsland Region. Our CAIF project focused on disengaged youth and young mothers and one successful outcome was a co-designed program we continue to deliver off-site in Toora for young mums preparing to return to work or study. This project was supported by a Project Steering Group and the expertise of project worker Susan Burke and adult education specialist Louisa Vale.

We continue to deliver several annual events that engage a variety of community members. St Patrick's Day and Bastille Day offered up an afternoon of live music and delicious food prepared entirely by our volunteers. NAIDOC Week was delivered in partnership with South Gippsland Shire Council and celebrated the culture of Aboriginal and Torres Strait Islander people, engaging with families and the general community. Our regular school holiday activities include our cooking and gardening programs, made free and accessible thanks to the generous support of the John Wallis Foundation. With sponsorship from Victorian Youth Week, South Gippsland Shire Council and our CAIF grant we engaged young people and the general community in a one-day event that transformed Foster Skate Park with murals. We also installed 31 individual artworks created by young people in a laneway in Foster to complete a community art project delivered in partnership with Foster Secondary College, Foster Community Association and National Youth Week 2016.

Manna Gum Community House also joined in with local community events, hosting an information stall at the Foster and District Agricultural Show and a fundraising stall in the Main St of Foster when the Great Victorian Bike Ride came through our town.

Promotion of environmental sustainability initiatives within the community and in our operations continues to be integral to our work. We delivered two events this year in Fish Creek; the solar battery storage information afternoon and a workshop on living waste-free as part of the Fish Creek Tea Cosy Festival. We supported the Boomerang Bag group who have created over one thousand bags for Foster and have worked with local businesses to reduce the use of single plastic bags in our local area. This year also saw the successful completion of the Foster Community Energy Project in partnership with the Foster Swimming Pool Association and Communities Making Energy Together (ComMET). We helped secure funding from Powershop Australia's Community Energy Fund, Gardiner Foundation's Working in Dairy Communities Small Grants Program, South Gippsland Shire Council, Toora and Foster Community Bank and a loan from the Southern CORE (Community Owned Renewable Energy) Fund. This resulted in the installation of a 4.5kW solar panel system on our building and the installation of additional solar matting for Foster Pool to increase viability and reduce overheads for our organisations.

There were other significant improvements to our infrastructure over the year. Thanks to South Gippsland Shire Council the entire exterior of our building was repainted. In January we established a Digital Hub adjoining our office. This new flexible space has partially alleviated the need for more private meeting space with clients because we were bursting at the seams in our small office on our busy days.

With investment in new desktop computers and IT equipment in our Digital Hub we are now better equipped to meet the needs of the community demand for digital literacy programs, access to free Wifi, and assistance with accessing services and online learning. We hosted the Gippsland Digital Roadshow in October and engaged with the local primary school and local business owners providing a virtual reality experience onboard a mobile classroom. We also joined the new Be Connected program that supports older Australians to connect to the digital world.

We have experienced a growing need for material aid and referrals to support services with our doorways Emergency Relief program, which we deliver under a third party agreement with the Salvation Army. With a donation from StreetSmart Australia we provided Christmas hampers in 2017. Our partnership and collaboration with Foster St Vincent de Paul has strengthened over the year and with their sponsorship we launched a monthly Community Kitchen lunch program in April, where participants are invited to help prepare a hot two-course meal from local foods and to connect with other community members in our on-site pop-up café. We have received many generous donations from local businesses in support of this program. We also distributed school uniform vouchers to students in need from all of the Corner Inlet Primary Schools thanks to the FRRR Back to School initiative.

With the support of the Alfred Felton Bequest we are able to continue our outreach work with our Learn Local programs and the Training and Information Pathways Service into the next year. A grant from the Gardiner Foundation Working in Dairy Communities Small Grants Program has enabled us to bring our Backyard Masterplan to fruition, and we will work with our community to make the garden and outdoor eating area more accessible and welcoming to people of all ages and abilities.

I am very grateful to our Committee of Management whose governance and guidance provides a stable footing for us to grow and expand, and to the staff and volunteers who work alongside me and bring such a diverse range of skills to our organisation.

Rebecca Matthews
Community Development Coordinator



ACFE Program Coordinator's Report

2017/18 has seen some significant expansion in key areas of our Adult Community and Further Education (ACFE) related training and outreach to priority cohorts.

Through a range of our projects we have developed some strong relationships across Corner Inlet with both young people at risk of disconnecting from formal education, and unemployed and or/single mothers with low educational attainment. These two cohorts are very much at risk of intergenerational place-based poverty and face a range of barriers which prevent them being active participants in their communities.

Our focus within the ACFE sector is clear-

'Evidence of educational disengagement in Gippsland is strong. The early school leaver population is the highest in the State (30%) and the region has the second highest percentage of 15 – 19 year olds not engaged in school or employment. Low aspirations for participation in education and training are prevalent, limiting opportunities for engagement in the local economy, which subsequently leads to heavier reliance on the welfare system.'

Advice to providers to support targeting pre-accredited delivery to priority learner groups, *Gippsland Regional Council ACFE 2018*

Manna Gum's research through our Capacity and Innovation Fund (CAIF) project has been based on two very important bodies of research.

I was fortunate to attend the Foundation for Young Australians Masterclass in October 2017.

The FYA has developed a body of research which suggests that the future of work in Australia is rapidly changing. Young people and people returning to work need broad skills in entrepreneurship, problem solving, communication, team work and digital literacy rather than industry specific skills. It is estimated that children entering primary school in 2018 will have at least 15 jobs across 6-7 industries during their working life.

We have examined how our pre-accredited courses can help people develop these skills in order to take on new areas of work. In terms of our IT classes, this has become important- allowing people to have a 'digital password'.

In terms of our education support through the ACFE supported Training Information Pathways Support (TIPS) program, this thinking helps people rethink their skill set in terms of trying new work. An example of this is a student who began basic computing with us in 2016, and who is now completing a Certificate III in Aged Care- an enormous achievement for an older learner looking to exit lifelong employment in the dairy industry.

A highlight of this approach has been the Foster Skate Park Art project, which drew over 100 participants, most of whom were under 25, into a community event; emphasising social connectedness.

A most significant development for Manna Gum Community House has been the establishment of partnerships with a wide range of stakeholders through our CAIF program. In particular, we have been able to enhance our wraparound support for learners through a strong referral system- both to and from- helping people overcome food shortage, accommodation crises, lack of access to the internet and other barriers.

This has culminated in a strong partnership between Manna Gum Community House and Toora Primary school. Our BubHub program has developed from a pilot project into a long term partnership to work towards and advocate intergenerational learning - from pre-school students through to adult learners. The group consists of young mothers and women impacted by family violence and drug and alcohol abuse, and women re-entering the workforce along with their pre-school children. They all face multiple barriers. The

BubHub program places a big emphasis on assisting people with basic parenting skills, including nutrition, play, financial literacy and developmental hurdles.

When parents and families demonstrate a commitment to learning, children become more active participants and intergenerational cycles can be broken down.

We can see this as ‘the purposeful bringing together of older and younger people for their mutual benefit through activities aimed at increasing interaction, exchanging of knowledge, and skills to benefit wellbeing across generations.’

Developing an Evidenced Based Intergenerational Pedagogy in Australia *Jennifer Cartmel, Katrina Radford, Cindy Dawson, Anneke Fitzgerald & Nerina Vecchio 2018*

Louisa Vale
ACFE Program Coordinator



CAIF Project Steering Group. Pictured L-R: Wendy Major, Executive Officer South Gippsland and Bass Coast Local Learning and Employment Network, Amy Rogers, Bush Link Mobile Children's Network, Marg O'Donnell, Careers and Pathways, Bronwyn Clifton, Student Wellbeing Leader Foster Secondary College, Luke Haustorfer, Principal Toora Primary School, Louisa Vale, Education Enabler, Sophie Dixon, Community Strengthening Support Officer, South Gippsland Shire Council, Sue Burke, Community Engagement Leader, Rose Zohs, Psychologist, Rebecca Matthews, MGCH Community Development Coordinator

Community Lounge & Shop Report

The popularity of the Community Lounge continues to grow steadily. We have a lot of regular visitors who love the friendly atmosphere and facilities that we offer. We also attract many newcomers to the area who are lavish in their praise.

Cramped conditions continue to be an issue, especially when we receive large donations to be sorted and displayed. Regular sales such as our current \$1 per item for clothing help us to manage the volume of goods and we also make regular donations to Lifeline. We continue to price our goods very cheaply and this is appreciated by customers on tight budgets. The lounge area and the tables on the verandah are often filled as more people appreciate the opportunity to meet and relax in the facilities.

Our coffee/tea and cakes, toasties and soup in winter keep us very busy. We have recently been experiencing some problems with the coffee machine (which is rented), and the lack of space to work in our little kitchen can be very difficult for our wonderful team of volunteers. As with many organisations who rely on volunteers we often have problems finding staff and would welcome newcomers to join our team. With grocery prices continuing to rise we are very thankful to those who donate cakes or ingredients to help keep costs down. We have also started to provide home cooked meat for the sandwiches so that we can maintain our prices.

The Lounge and Shop represent the heart of the Community House. With difficult economic times and increasing levels of personal stress across the community, we represent a safe haven. We are often blown away by the praise and appreciation we receive from both users of the Lounge and the wider community.

Kelly Collard



Centrelink & Medicare Agency Report

Customer Statistics:-

Centrelink	1488
Medicare	68
Child Support	4
Referrals to Others	75
Total	1635

Activities:-

Centrelink Agency connected to NBN Network.
Centrelink updated and installed two specific phones for customer use.

Barbara Stevens
Centrelink Agent

Committee of Management & Staff

Committee of Management

President
Jeanette Pierce

Treasurer
Linley Granger

Members
Noelle Bonin
Lesley Elliot
Janne McPhie
Rhonda Mallows
Melissa Webster
Gail Nicholas
Colin Nicholas

Staff

Community Development Coordinator
Rebecca Matthews

CAIF Project Workers
Susan Burke
Louisa Vale

Centrelink & Medicare Agents
Sandra Liversidge
Barbara Stevens

Bookkeeper
Simone Goeckes