



Annual Report

2021 – 2022



Holden Street
Neighbourhood House Inc



Holden Street Neighbourhood House (Holden Street) is a well-established not-for-profit public institution located in North Fitzroy. We are an inclusive community-based organisation managed by a voluntary Committee of Governance which is elected by the local community. We bring people together to connect, learn and contribute to their local community through social, educational, recreational and support activities.

In addition, we offer free internet access, community information, food relief, social support and a safe place to meet for enjoying community activities. The educational, recreational, and skill-based programs are provided at a low cost. Our services are for local marginalised community members and the house is open for everyone.

Acknowledgement of Country

We acknowledge the Traditional Custodians who have lived and loved this country through the vastness of time.

We honour the people of the Kulin nation on whose country we stand today.

We pay our respects to the old people, to the Elders and ancestors who are the safekeepers and caretakers of the oldest living culture on the planet. For this is the very bedrock of this place, our shared home and our special identity in the world and the source of shared pride as Australians.

For this land always was – and always will be – Aboriginal land.



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Our House



Vision

Our vibrant community is connected and inclusive.

Mission

Holden Street Neighbourhood House is a safe place for social connections, recreation and learning and reduces social isolation in the community.

Purpose

Holden Street is established to:

- Improve the quality of community life for residents of the area.
- Provide quality adult and community educational and recreational programs relevant to local community needs by seeking adequate funding from government and private sources.
- Develop a comprehensive resource and referral system able to respond to the needs of individuals, families and groups in the community.
- Encourage involvement in the development of the community.
- Encourage community responsibility for the development and maintenance of the neighbourhood house as a community-owned house resource.
- Seek and provide resources, information and support relevant to the needs of the community.
- Reduce social isolation, build a sense of community and promote a sense of belonging and community spirit.
- Encourage self-help, self-determination and independence of residents.
- Promote the use of the House as a hire facility.
- Establish links with all appropriate local organisations.

Values

Holden Street is committed to social justice and community development principles. These are our values:

Welcoming:

Holden Street values being an accessible, safe, and welcoming environment. The House is a busy and vibrant place, and we make time for people and are interested in their individual needs and issues.

Diversity:

We are inclusive. We value the diverse local community by acknowledging the worth of every participant.

Involvement and connection:

Holden Street employees and volunteers believe it is fundamental to work collaboratively with the community to build capacity, access necessary resources, voice concerns and ideas. We value the importance of Holden Street's history in our decision making.

Responsiveness:

We proactively respond to identified community needs. We value taking a positive approach to challenges. We use a creative approach to learning, problem solving, and persevere through difficulties, understanding that commitment and sustained effort are required.

Integrity, accountability, and responsibility:

We value our professional and community reputation and are committed to acting responsibly and ethically and being accountable to our various stakeholders. We provide a safe place where everyone is valued and respected.

Quality:

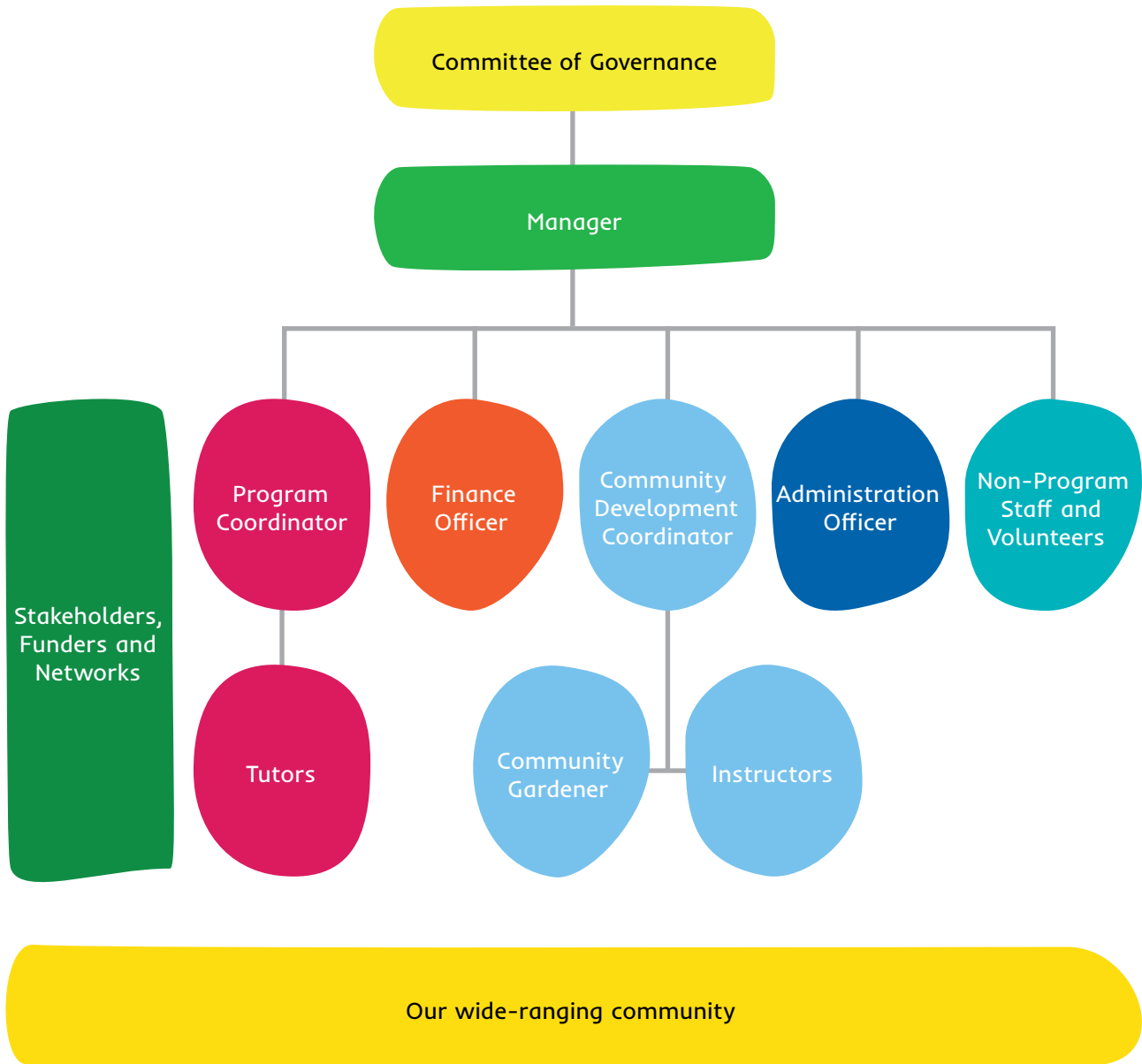
We offer high quality programs, activities, courses and services and value feedback and continuous improvement.

Sustainability:

We value sustainable use of resources, being a role model, promoting and educating others in reuse, recycling and limiting energy consumption.

Our People

Organisational Chart





Committee of Governance members November 2021

Committee of Governance

Chairperson: Belinda Bravo

Secretary: Lyn Pedersen

Treasurer: Richard Lasek (until June 15 2021),
Chris Weston (from June 15 2021)

Members: Chris Opie,
Louise Alexander (until December 2021),
Melanie Lowe (until October 2021),
Richard Lasek (until October 2021),
Sarah Hellwege (until July 2021),
Dominic Szeker (from March 2021),
Susan Quinn (from November 2021) ,
Louise Fumberger (from June 2022),
Angela Bell (from June 2022)

Staff

OFFICE STAFF

Manager: Mary Parfrey

Program Coordinator: Robyn Carey

Community Development Coordinator:
Bella Englander

Finance Officer: Julie Poloni

Administration Officer: Julia Huska

Marketing and Communications Officer:
Henry Macedo (until December 2021),
Bella Englander (from January 2022)

Relief Staff: Rosalie Welton and Ruby Irawan

LEARN LOCAL STAFF

Information and Communication Technology courses: Naiana Rodrigues, Grant Overend

Basic Literacy & Numeracy through Cooking:
Jenny Collodetti

Numeracy and Literacy: Bron Barton,
Louise Fumberger

Introduction to Fashion Sewing:
Meagan Knight

Introduction to Visual Arts: Suyin Lam

COMMUNITY ENGAGEMENT STAFF AND INSTRUCTORS

Zumba Gold: Catalina Gonzalez

Moving Meditation:
Nicole Feiber (until April 2022),
Lianne Metcalf (from April 2022)

Wise Moves: Lianne Metcalf

Community Gardener: Jane Eden

Contractors

IT Support: Will Richards, Big Chip Systems

House Maintenance: Grant Overend,
Tech Can-Do!

Activities Guide and Annual Report design:
Michelle Wallace, Wallace Creative

Volunteers

PROGRAM VOLUNTEERS

These volunteers manage a community activity by themselves – planning the content, guiding the activity and supporting the individuals across the year – superstars!

English as Another Language: Chris Opie

Fab Flicks: Lyn Pedersen

Walking Group: Alison Longman

Computer Club: Grant Overend

Public Internet Access: Andrew Trebilcock

Conversation Group: David Cayzer



VOLUNTEERS

These volunteers support an activity in conjunction with Holden Street staff – indispensable!

Basic Literacy through Cooking 1 and 2:

Julie Butler

Food Relief: Meagan Knight, Judy Still, Hiam Merhi, Lynne Matheson and Brooke Young, Lucy Lawson, Robyn Carey, Susan Quinn

Free Homemade Masks: Lyn Pedersen

Garden: Kate Volard, Barbara Jackson, Helen Hargreaves

Event support: Lucy Lawson, Louise Fumberger

Excursion Bus drivers: Martyn Brogan

IT Support: Brad Downes

House Maintenance Support:

Poloni family - David, Claire & Julie;
Bella Engelder, Brad Downes

General Support

These volunteers are always available to move tables, greet new people and show them the house, assist with food preparations and any other daily set-up actions – everyday heroes!

Grace Apa, Wayne Keane, Eugenie Rinaldi, Claire Poloni, Rose Welton

Lucy's Story

Lucy first walked through the doors of Holden Street in February of 2022, and she's been a much-loved participant and volunteer ever since! Lucy moved to Australia from England at the end of 2021 and was seeking some social connections within her new community. After being an avid Zumba participant for over 10 years in the UK, Lucy thought that joining a local Zumba class could be the perfect opportunity to meet some new people- and she wasn't wrong! Lucy has forged lots of new friendships through participating in classes & activities at Holden Street and putting her hand up to volunteer with us for our food relief program and special events. Lucy's background in catering has been a welcomed addition to our regular morning teas too, with Lucy often baking mouth-watering treats for us all. (You'll have to come past and try some!) Lucy is proof that it's never too late to find new friendships, support and connections with our community. We love seeing Lucy, and all of our wonderful participants & volunteers, at Holden Street each week.

"If I volunteer at the House then I might meet more people- and I have! Holden Street is such a lovely environment to be in."

Lucy, Volunteer



Students on placement

Holden Street staff support tertiary level students studying Community Services with a placement opportunity. This year we were gifted with three hardworking and useful students who embraced the Neighbourhood House philosophy and, through their placement work, added value to the house's operations, systems and activities.

Ruby Irawan was studying the Diploma in Community Services at RMIT. She conducted a survey with Second Bite Participants to assist with our ongoing community needs analysis, updated the staff OH&S checklist with a focus on remote working spaces (thank you covid!) and commenced initial work into the research and development of a booklet providing current information on the 'Support Services' in the local area.

Karah Campbell has now graduated with a Diploma in Community Services (Case Management) at RMIT. She continued to work on the survey with Second Bite Participants to assist with our ongoing community needs analysis, ran a successful morning tea event, updated the Recycling wall information and supported the operations of other activities and programs. Karah says:

"Part of completing my course required me to participate in 100 hours of student placement. This proved to be rather difficult, with so many organisations at reduced staff capacities, due to the COVID pandemic. However, I was very fortunate to have been offered a placement with the lovely staff and participants at Holden Street Neighbourhood House.

I participated in some of the many great classes hosted at Holden Street Neighbourhood House, including a Visual Art and a Basic Numeracy & Literacy class. I was the minute-taker for the 'Connecting Fitzroy Network' meeting, where so many great representatives from various organisations came together to discuss potential ways to support their local and surrounding community members.

I had the honour of hosting an Easter Morning Tea for all local and surrounding residents of the Fitzroy North community, which was a real success. I enjoyed assisting with the delivery of the 'Second Bite' program and seeing so many lovely faces each week.

Throughout my placement I was well supported and empowered by Mary, Bella, Julie, Julia

and all other staff and I met so many fantastic participants at Holden Street Neighbourhood House. I am so grateful for the time and for the valuable lessons I have learned from my experience at Holden Street Neighbourhood House."

Anthony Warren was studying the Diploma in Community Services at Holmesglen Institute. Anthony writes:

"My time having placement at Holden Street Neighbourhood house was an eye opening, dynamic and rewarding experience into the hands-on and important role that the house has in the local community. I was completing my Diploma of Community services work, after having been working in the government and NFP sector in corporate environments and was seeking grassroots hands on experience in community development and support.

Mary, as Manager, was generous enough to agree hosting me as a placement student and provide ongoing rewarding and valuable mentorship. Made even more unique was that placement occurred during periods of Melbourne lockdowns, where in person activities had to adapt to move to online/telephone engagement as we emerged in and out of lockdowns. Whilst this was a challenging time for the community, it afforded the opportunity for me to see firsthand how the house was crucially able to rise to these challenges and support the community. There was also the rewarding experience of being actively part to contribute to the centre refurbishment (Colour schemes, procurement activities, painting etc), rebranding (logos and marketing materials) and much more.

Through my experience in the neighbourhood house space, I gained a breadth of experience on working with diverse clients and their needs, the operational aspects of how a house functions (with aspects of funding and compliance in mind) and also, utilising my previous experiences to help improve the house into the future. I felt my time at Holden Street Neighbourhood house overall exceeded my expectations in terms of community development exposure and with an assortment of achievements. Thank you!"

We thank all the wonderful Placement Students - we are the better for their time, ideas, support and excellent community development contributions.

Our Year

Chairperson's report

The Committee kicked off the 2021-22 financial year with a strategic planning session in July. Having delayed establishing a new plan in 2020 owing to the uncertainties of the future, we came together over a couple of sessions to re-commit to the vision and mission of Holden Street, and to set out our priorities for the future years. Key themes of our strategy focus on improving the 'reach' of our activities, and to continuously improve the governance and sustainability of our organisation. Overviews of the plan are available; for those interested, please talk to Mary.

A key priority emerging from the strategic planning has been to revisit and revise some of our key policies, such as the governance, risk and financial delegation policies. Several committee members have lent their assistance to this, which has been great and an affirmation of the range of skills we have available in the community.

Of course, we have also seen the ongoing impact of the COVID-19 pandemic on Holden Street, with the House closed for most of the second half of 2021. While it was trying for most of us, we did have the benefit of knowing it could be done after 2020.

There are several people I would like to thank. First and foremost, our Manager, Mary Parfrey, has continued to navigate the challenges and opportunities of overseeing Holden Street with aplomb. Similarly, I would also like to extend my gratitude to Robyn, Bella, Julie and Julia, who often extend themselves above and beyond for our community with good humour.

Thanks as well go to our primary funders in the Commonwealth and Victorian Governments, as well as our local council, the City of Yarra. We also continue to receive financial and in-kind support from our community, which makes all the difference towards supporting many of our social activities.

Over the past year, the Committee of Governance have continued to work tirelessly alongside our staff and volunteers, although we have bid some farewells along the way. Richard Lasek, Melanie Lowe and Louise Alexander stepped down from the Committee during the later stages of 2021. We welcomed Susan Quinn, Louise Fumberger and Angela Bell during the year. I would like to particularly call out Chris Weston, who stepped into the role of Treasurer at the beginning of the financial year. I have very much valued Chris's thoughtfulness, his sense of humour and his support.

As has been the case for many in our community, this year has not been an easy one for me. In August, I advised Mary and the Committee of my decision to step down from the role of Chair and my role as Committee member after the Annual General Meeting. I first joined the Committee in 2015 and became Chair in 2016. Being involved with Holden Street has been an incredibly memorable time for me and came at a time when I wasn't quite sure what (if anything) I had to contribute to my community. Holden Street was there for me at a time when I was lonely and uncertain, and I hope over time I have repaid that generosity.

I leave confident, however, that Holden Street is well positioned to meet whatever challenges it faces in the years to come. Starting where you are, with what you have, is a great place to start.

Belinda Bravo
Chairperson



Manager's report

Covid challenges continued to flavour the operations and activities of Holden Street, with the additional trials of lockdowns impacting on our programs and activities. We all remember the fabulous week in 2021 where everyone could meet on site, and the joy of catching up and seeing friends and students face-to-face. Then came lockdowns #5 and #6 and it wasn't until late 2021 that we could again host onsite courses and activities.

Staff are to be congratulated in how ably they stepped up and continued their work, educating, connecting and supporting our broad community remotely. I am very proud of the work Holden Street carried out over this time. Some students and participants advised me of feeling isolated and overwhelmed until they spoke to a staff person who was able to kindly listen and support or help them with their situation. Once again, when many individuals and organisations were required to close their doors, Holden Street remained outward focused, responsive and connected.

The second half of the year celebrated a return to the normal with all scheduled courses, activities and groups running normally, at the house.



House improvements

House improvements were a major feature of the year. We were exceedingly fortunate and thankful to the City of Yarra for funding, organising and completing accessibility improvements to the building. We now have an automatic opening front door and two

interior doors have been widened. Further improvements included a glass meeting room door, painted hallway with the new logo colour 'tropical bird' trims, new carpet throughout and a new larger window between the meeting room and reception amongst many more minor improvements. In addition, Council painted the outside of the house and updated the electrical items in the kitchen (new stove and oven) and replaced all electrical systems with the latest energy efficient equipment. Huge thanks are due to the City of Yarra Property Services and Building Maintenance departments and teams.

In addition to the works at the front of the House, we also had our rear office renovated to develop a fit-for-purpose office space. We were able to help fund the renovation to the rear office thanks to our wonderfully successful 'House Garage Sale'. While we were shut for renovations, we took the opportunity to do a huge clear-out of things we no longer needed and held a fundraising House Garage sale for the community. We had people coming from far and wide to attend the sale!

We revived our branding, and our thanks go to Bella Englander for her fine work updating the website and creating new marketing flyers for all our activities.

The City of Yarra were kind enough to replace our rotting wicking beds, with three brand-spanking-new wicking beds at the side of the House. Our gardener Jane has been incredibly busy planting an assortment of delicious vegetables and herbs for our whole community to enjoy. We want to take this opportunity to thank the City of Yarra for their ongoing support and assistance in developing our sustainable garden spaces. In addition to our community garden spaces, we have also installed a Community Food Pantry in our front garden. We recognise the importance of food security to our community, so the addition of this pantry has provided yet another resource for people to access. Items from the pantry are available 24/7, and we have already seen great support from the local community donating goods to the pantry each week.

Partnership and Networking

I have actively participated in a range of networks and partnerships that work intentionally to increase appropriate responses to the changing dynamics and demographics of Fitzroy North and its surrounding communities. These relationships provided a multitude of professional benefits. I would like to thank colleagues from the City of Yarra Neighbourhood House Network, the North East Neighbourhood House Network, Neighbourhood Houses Victoria and the Connecting Fitzroy Network for their time, information sharing and strategic support.

A particular delight was attending the Neighbourhood House Victoria's (NHVic) weekly 'Yarning with Kath'. Kath Coff is an indigenous leader whose insightful and helpful information and discussions supported my understanding of how we can better understand our Indigenous communities' truth telling process, history and how we can respectfully improve our relations and liaise appropriately with local indigenous members.

I was pleased to host over 30 members of the Connecting Fitzroy Network at Holden

Street. This network has, as its members, representatives of the educational, social, community, aged, children, youth and support agencies in Fitzroy. Information of services or issues across the suburb is shared and advocacy opportunities are discussed and acted on. As host, I was asked to facilitate the planning meeting, and discussion focused on the new world post -covid, and how this has impacted the various communities in Fitzroy. Every member identified isolation, loneliness and post-covid anxiety as major factors affecting their clients and communities.

Holden Street was delighted to support the stakeholders of the Assisting Communities through Direct Connection (ACDC) Project in Fitzroy. People Connectors Kevin and Victoria of JobCo Employment Services, knocked on countless doors and regularly attended Holden Street, conducting meaningful conversations about mental health with locals at the house and in the community. The ACDC Project outcomes included connecting community members with local services and collecting valuable information about the needs of the community for a community report.



Connecting Fitzroy Network 2022

Strategic Development Plan

We finalised the design of the Strategic Development Plan framework for 2021-2024 – this has a focus on sustainability in order to ensure that as an organisation, Holden Street will be best placed to meet the future community challenges and remain viable within our continuing and challenging funding environment.



Staff and volunteers

Behind the scenes are the dedicated office staff of Holden Street. They amaze me with their un-ending reservoir of goodwill, patience, professionalism and capacity to work according to our values – special thanks to Bella Englander, Robyn Carey, Julie Poloni and Julia Huska and other part time staff and instructors – together they keep the operations moving smoothly and are indispensable to Holden Street's success.



Holden Street's volunteer program is an important plank in the success of the House. Volunteers contribute greatly to our ability to meet community requests, including running programs! - my thanks to you all.

I am very appreciative of the remarkable members of the Committee of Governance who give generously of their time and expertise in order to manage the complex obligations of governance. Their willingness to engage with covid challenges and actively collaborate on solutions and provide strong ideas for the future is greatly appreciated.

Holden Street is funded by a variety of sources – I would like to thank the representatives from the Local, State, Federal governments for their ongoing support in ensuring our capacity to continue to work with the community.

Finally, I would like to thank all the students, participants and volunteers for their continued support of Holden Street. Your efforts to learn, create, connect and have fun help to make this neighbourhood house the enriching and exciting place it is.

Mary Parfrey
Manager



Community Development Report

2021 – 2022 Activities & Events

Throughout the year, Holden Street has continued its' commitment to reducing social isolation by offering a vast array of engaging activities, outings and events to our community. The opportunities for social engagement have been the highlight of many of our participant's

weeks, and they are invaluable to the many people that crave meaningful community involvement. We have such a diverse group of people who participate, and we are warmed to see the friendships formed and their support of each other across the group.



Outings
Werribee Zoo
Yarra Bend Park Mini-Golf
Bundoora Park Farm
Yarra Valley & Healesville tour
Scienceworks & Williamstown tour
Melbourne Museum and
Top Arts Exhibition





Activities & Events

- Morning Teas
- Community Lunches
- Talking Sense Speakers
- Adult Learners Week Virtual Trivia Night
- End of Year Community Party
- End of Year Volunteers Lunch
- International Women's Day Celebration
- Volunteers Week Luncheon
- Plant & Paint Workshop
- Neighbourhood House Week Trivia & Games Night
- Holden Street Art Exhibition
- House Garage Sale
- Wicking Bed Workshop



2021 - 2022 Programs



Cards Group - Play 500



Chair Yoga



Computer Club



Get Crafty



Zumba Gold



Wise Moves
Stretching Class



SomaChi Yoga



Public Internet
Access Sessions



Garden Group



Big & Little Movers



Conversation Group



Moving Meditation



Fab Flicks



English as
another Language



Movie Mondays



Weekly Walk

Community Connections was the major focus for us at Holden Street over the past year. We saw the severe challenges people faced during the pandemic, and we recognised the importance of redeveloping those social engagements within our community. A number of our programs supported the development of digital literacy skills, to ensure people could stay connected, even during the toughest of lockdowns in Melbourne. Our whole team worked tirelessly to maintain our contact with participants, and ensure they were able to access programs, activities and IT support whenever they needed it.

We have continued to work with our community to improve their confidence and capacity to use devices in their everyday lives. Our daily public internet access sessions and computer club have supported some of our most vulnerable members in the community to access vital

information and communications. Zumba Gold continued online thanks to funding from City of Yarra Commonwealth Home Support Program. With the support of our staff and wonderful volunteers, most of our participants were able to continue with their weekly programs online, until we were able to welcome everyone back to the House.

It has been incredible to have our programs running again at the House and see many of our tutors able to run their programs in a hybrid-fashion, allowing people to join either in person, or online. This freedom of choice has seen significant growth in people joining programs online from all over the country! We are embracing these new changes to the world we now live in, and we will continue to tailor our programs to suit the needs of our community.

Lockdown Connections

The second half of 2021 saw Melbourne's last long lockdown of the COVID-19 pandemic. We could see how much harder our community was being hit by this lockdown, and we knew that we needed to up our game to support our Holden Street community. Despite restrictions, we stayed connected every week with our participants either via phone calls, Zoom catchups, or through our virtual coffee morning teas. We created activity packs to keep our participants engaged and entertained during these tough times, and we kept everyone updated on the behind-the-scenes happenings at Holden Street.



Halloween was a great opportunity for us to safely reconnect with our extended North Fitzroy community and offer a 'spooktacular' distraction from the pandemic with our 'Trick or Treat' set-up at the front of the House.

Once restrictions began to ease, we were thrilled to be able to welcome our participants back to the House and take part in covid-safe activities and events. Our AGM was held in a hybrid fashion this year - both online and in person for anyone wishing to attend. Whilst this wasn't the most traditional way for us to host this event, it was wonderful to have some familiar faces back in the House again. In late November, things returned to a covid-normal level of operation and we have loved having our community back at Holden Street. We are so relieved for our participants & users of the House that we have been able to keep our doors open for the whole of 2022, and we hope to never close them again!

Food Relief

Food Security is something that Holden Street is incredibly passionate about for our community. Over the past 12-months, we have worked hard to develop a sustainable food relief program that meets the needs of North Fitzroy. We have partnered with Second Bite and Piedemonte's Supermarket to provide fresh produce and household items to anyone in need each week. Whilst our food relief program has been in existence for several years, we saw an unprecedented increase in the demand for food relief during the last major lockdown of 2021. It was during this time that we ramped up our relief efforts and provided food security for our community each week, during the lockdowns. From July 1st 2021 to June 30th 2022, we have provided a massive 4068 kilos of food that would otherwise have gone to landfill (according to SecondBites's data).



Holden Street has extended our commitment to providing food security beyond our weekly food relief session, to now include a food pantry which is accessible 24/7 at the front of the House, in addition to the expansive fresh produce being grown in the Holden Street community gardens for anyone to take whenever they need. We see new faces visit us to access food relief each and every week, so we know that this service is still vital for our community. We will continue our efforts to further expand our support services in the coming year, which we hope will ease more of the uncertainty about food security on our community.

Sustainability



Wicking Beds



Community Food Pantry



Solar Panels



Composting



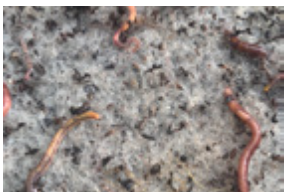
Food Relief



Community Garden



Recycling Wall



Worm Farm



Little Libraries
(adults and children)



Holden Street house Library



LED light fittings

Holden Street has a long history of commitment to improving our treatment of our environment, following the 'Refuse, Reduce, Reuse, Repair, Recycle and Rethink' mantra. Covid closures certainly impacted negatively on our ability to offer the community previous levels of recycling assistance in 2021.

In 2022, with the house open, we have reviewed the offerings of our 'Recycling wall', planted home-grown seedlings in the new wicking beds for community use, installed a 24/7 Community Food Pantry and employed a community gardener who is ably maintaining the compost bays and worm farms. Some produce has made its way to the Food relief programs, much to everyone's delight.





Services

Less well known are the many services that we provide to everyone in the community.

Every day, we offer free Public Internet Access – access to laptops and wifi; free information & referral support; Yarra Leisure (City of Yarra) discount gym membership purchases; Power Saving Bonus rebate help; free Little Libraries books for adults and children and Drop-In support – pop in for a chat and a cuppa anytime.



Garden

The second half of 2021 saw an exciting development at Holden Street. We were fortunate enough to recruit a new Garden Coordinator, Jane, to help us overhaul our garden spaces. Jane's knowledge and passion have helped us to redevelop unused spaces into community gathering spaces, re-introduce our compost and worm farms, and grow a wide variety of fruits, vegetables & herbs in our community garden spaces. Jane has been working tirelessly behind the scenes, supported by the Holden Street team, to conduct community consultations and research for ideas to include in a new garden master plan. The ideas that have been generated for our garden spaces are incredible, and we can't wait to see how the space is redeveloped to be a welcoming, usable and accessible place for all.

Bella Englander
Community Development Coordinator



ACFE Learn Local Report

The primary purpose of pre-accredited Learn Local training and education is for Victorian adult learners to gain and build on five core skills required to enhance study, work and life:

- literacy
- numeracy
- language
- employability
- digital (the inclusion of which is now fully accepted, as a result of the Global Pandemic)

Since 2018, pre-accredited learners have been included in the VET Student Satisfaction Survey, for which learners around Victoria are randomly selected to complete.



The 2020 survey of 2019 pre-accredited learners had more than 8100 responses (a rate of 36.7 per cent). The survey results indicated very high learner satisfaction with teaching and learning.

- 91 per cent would recommend their Learn Local provider.
- 86 per cent reported positive perceptions of teaching.
- 82 per cent indicated they achieved their main reason for training.
- 93 per cent were satisfied their provider had identified their learning needs.
- 85 per cent were satisfied that their pre-accredited course addressed their learning needs.

Source: <https://www.vic.gov.au/reporting-and-surveys-learn-local-providers>

Results from the past three years reflect that those undertaking pre-accredited training are more likely to have success with finding employment, particularly those within the 25–54 age range. The majority of respondents (75%) indicated they achieved their main reason for undertaking a Learn Local course.



Holden Street has an excellent and dedicated team of tutors for the ACFE program. Sadly, at the end of 2021, well-loved tutor Bronwen said goodbye to her Basic Numeracy and Literacy class and Holden Street. Over the years, Bronwen has been a most dedicated tutor and good friend to the House. We wish her well.



Semester One 2022

Learners were thrilled to return to the House for the commencement of 2022.

The courses delivered were:

- Google Apps and the Cloud (Grant)
- Introduction to Word, Internet and email (Grant)
- Basic Literacy through Cooking 1 (Jenny)
- Basic Numeracy and Literacy (Louise Fumberger)
- Introduction to Visual Arts (Suyin Lam)
- Introduction to Fashion Sewing (Meagan Knight)



As tutor of Basic Numeracy and Literacy, Louise was a wonderful addition to Holden Street Learn Local staff. She exhibited great enthusiasm and professionalism. Her classes were varied, with lots of excursions. Due to work commitments, Louise was able to teach for the semester only. We wish her well for the future.

In addition to our established Semester One courses, we hoped to launch two new courses: Digital Skills Level 1 (curriculum supplied by the ACFE Board) and Introduction to Filmmaking and Storytelling. Lianne Metcalfe, tutor of Wise Moves, developed this 48-hour course aimed to help students develop skills in digital filmmaking through practical workshops, excursions, discussions and role plays. Unfortunately, due to low interest, neither course commenced, but it is

hoped they will run in Semester Two 2022.

Tutor Suyin Lam and I attended the Learn Local Conference '22. This biannual event was a wonderful celebration of our adult learning sector. The 2020 conference was not held, so to be in the one space, with Learn Local providers from all over Victoria was a very uplifting experience. "It takes a village" was the theme. We both came away from the conference full of energy, optimism and new ideas. As a provider of Adult Community Funded Education Holden Street knows how important it is to lead as well as be part of local solutions.

I look forward to the next fiscal year: 2022-2023. Holden Street Neighbourhood House will continue to offer a range of pre-accredited courses, fulfilling our commitment to champion the importance of learning and connecting with local community. Indeed, we will "Lead Local".

Thank you to all the Learn Local staff for your care, commitment and dedication.

Robyn Carey
Program Coordinator



Community Value Report

Holden Street Neighbourhood House Inc

\$10,459 community value provided in just
4 days in COVID-19 restricted settings!

THIS INCLUDES THE VALUE OF:

Improved quality of life through
social connection: **\$6,132**

Volunteer contributions: **\$1,524**

Improved health: **\$35**

Emergency relief provided: **\$2,586**

Services provided: **\$182**

EMERGENCY RELIEF VALUE INCLUDES:

Food and groceries: **\$2,586**

Services value includes:

Computer/internet usage: **\$22**

Facilities use or hire: **\$40**

Community lunch, frozen
or other meals: **\$120**

THIS COMMUNITY VALUE EQUATES TO:

\$4.99 for every **\$1** of Neighbourhood House
Coordination Program funding

or **\$275.23** for every hour the neighbourhood house was in use.

These values are produced by Neighbourhood Houses Victoria based on data provided by Holden Street Neighbourhood House Inc in the 2021 Neighbourhood Houses Survey. Only a limited range of activities where a determinable valuation method exists are included. Data collection commenced on August 2 following the lifting of a state-wide lockdown and ceased on August 5 as Melbourne returned to an enduring lockdown. Restrictions including density limits during the period covered by this report reduced the number of participants and activities.



Neighbourhood Houses
The Heart of Our Community

EMPLOYMENT

In 2021 Holden Street Neighbourhood House provided 3.0 full time equivalent positions including 2.2 direct and 0.8 indirect positions.



Basis of calculation

The Holden Street Neighbourhood House Inc provided more than \$10,459 of value in just four days in August 2021. The information was collected during the early stages of the 'Delta outbreak'. This figure is based on data provided through the Neighbourhood House Survey 2021. Data collection commenced the week following the lifting of a state-wide lockdown on August 2 and ceased on August 5 as Melbourne returned to an enduring lockdown. Restrictions, including density limits, were in place for the period covered by this report, reducing the number of participants and activities.

THIS FIGURE INCLUDES THE VALUE OF:

- Improved quality of life through social connection: based on 154 participants in programmed activities and volunteering
- Volunteer contributions: based on 29 volunteer hrs
- Improved health through physical activity based on 38 participants in physical activities
- Food and groceries: based on 129 kgs of food relief provided
- Internet usage: based on 11 hrs of individual computer/internet use
- Community lunch, frozen or other meals: based on providing 12 meals

ADDITIONALLY:

- Community value for every \$1 of Neighbourhood House Coordination Program (NHCP) funding is based on 80% of 38 hours/week of NHCP
- Community value for every hour the Neighbourhood House is in use is based on Neighbourhood House buildings in use for 38 hrs over four days.

Direct and indirect full-time equivalent employment positions created based on 82 hrs total weekly hours of paid employment.

This data represents just a portion of the value from some of the activities provided!

Treasurer's Report

Welcome to the 2021/22 Treasurer's Report. Like 2020/21, this financial year has been challenging for all members of the community, and it's been no different for the House.

Despite these challenges, which included further shutdowns, I am pleased to announce the House ended the financial year with a surplus of \$62. Whilst it's a small amount, it is still a positive one, as we continued to provide essential services to the community. This is a credit to the whole team who continued to service the community during these very challenging times.

As life returned to normal and we all adjusted to a slightly different world, our overall income decreased during the financial year to \$353,434, down \$118,896 from the previous year. This was expected as both the cashflow boost and Jobkeeper government support subsidies ended in 2021.

It's been great to see the House being used again and people gathering to celebrate with family and friends once more. This has seen the House hire income increase from \$2,567 for the financial year ended 2021, to \$13,999 for the financial year-end 2022. The local community is welcome to hire the House, which is especially good for small events like children's birthday parties.

We also opened our new rentable office space which had been installed during the financial year. It has proven to be very popular. This space can be rented by small businesses or not-for-profits who only need an office for a short period of time. This was seen by the committee as a great way to add value to the House and is also a way to increase income.

Similar to our own homes, 2022/2023 will continue to provide financial challenges, but it is encouraging to see many past house users returning. We also continue to attract new users with programs and services to help bring the House up to a level of use similar to that prior to the world-changing events we have all seen.

An independent auditor assesses the financial reports I present to you, in line with the governance requirements of the Incorporation Act of Victoria and the Australian Charities and Not-for Profit Commission Act.

For ease of readability, the financial statements accompanying this report provide a summary of the House's income, expenditure and overall financial position. The complete audited financial report is available upon request and will be available on the website following the Annual General Meeting.

To help monitor the finances of the organisation we are very fortunate to have our Finance Manager, Julie Poloni. Julie joined Holden Street early in 2021 and has continued to improve financial processes over this financial year, including our financial reporting. A very big thank you to Julie for all your hard work, as without your support and the information you provide, my job would have been much harder. Along with Julie we have our Finance Sub-committee, made up of Mary Parfrey, Julie, Belinda Bravo and myself. I would like to thank you all for the time you have given to the House while supporting me during my first year as Treasurer. I also sincerely thank Mary and Julie for their dedication and effective management of all the House's day-to-day running, including the programs and staff management during the last twelve months.

I would like to thank the following organisations and government departments who provided ongoing financial support to the House and our programs: the Department of Families, Fairness and Housing - Neighbourhood House Coordination Program (previously the Department of Health and Human Services) the Department of Education and Training's Adult Community and Further Education Program; the City of Yarra for both the Neighbourhood House Coordination Program and the Commonwealth Home Support Program and finally, Business Victoria. Your support of the House is greatly appreciated.

I would also like to thank all the generous individuals in our community who have supported the House with their much-appreciated donations.

Last but not least, my thanks to all the users of the House from our local community. Without you, there would not be a need for the services and programs we provide. So thank you and we hope to see many of you back, along with welcome many new users during the next financial year.

Chris Weston
Treasurer



Income and Expenditure Statement

for the year ended 30 June 2022

	2022	2021
Income	\$	\$
Grant Funding Income - State	212,941	200,896
Grant Funding Income - Local	85,012	78,156
Operating Income	47,547	28,911
Other	7,934	164,367
Total Income	353,434	472,330
Expenditure	\$	\$
Employment Expenses	260,830	333,204
Occupancy Expenses	11,570	11,806
Program Expenses	40,583	28,216
Other Operating Expenses	40,389	79,112
Total Expenditure	353,372	452,338
Net Surplus	62	19,992

Statement of Financial Position

for the year ended 30 June 2022

	2022	2021
Assets		
Current Assets	\$	\$
Cash and Cash Equivalents	148,821	138,950
Trade and Other Receivables	9,011	14,594
Prepayments	1,494	2,829
Total Current Assets	159,326	156,373
Non-Current Assets	\$	\$
Furniture and Fittings	45,028	21,203
Total Non-Current Assets	45,028	21,203
Total Assets	204,354	177,576
Current Liabilities	\$	\$
Trade and Other Payables	33,379	24,034
Income in Advance	48,343	40,570
Provisions	24,611	15,013
Total Current Liabilities	106,333	79,617
Total Liabilities	106,333	79,617
Net Assets	98,021	97,959
Members Funds	98,021	97,959



Julie Poloni, Finance Officer

Funders



Australian Government



SPONSORS AND SUPPORTERS

City of Yarra Libraries | Clifton Hill/North Fitzroy Community Bank
Yarra Energy Foundation | Bunnings Fairfield | Bright Sparq
Piedmonte's Supermarket | Grill'd Fairfield | Second Bite
Museums Victoria | Zoos Victoria

AFFILIATIONS

Connecting Fitzroy Network | Neighbourhood Houses Victoria
NHVICAssist | Yarra Neighbourhood House Network
North East Neighbourhood House Network | Our Community
Victorian Adult Literacy and Basic Education Council
Victorian Council of Social Services | Yarra Leisure (City of Yarra)
Adult and Community Education Victoria

Vale Jane Garret

It is with great sadness that we acknowledge the recent passing of Jane Garret – Member of Parliament for Brunswick. Jane was a great supporter of Neighbourhood Houses in Yarra and a good friend to Holden Street. She held a deep understanding and passion for social justice, workers' rights and equality, especially for women.

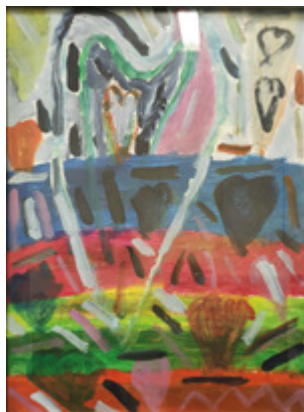
Jane was elected to local government as a Councillor for the City of Yarra in 2008. Jane went on to serve Yarra as Mayor in 2010 where she fought hard for the locals to deliver important projects including increased access to childcare and the support for the Yarra Energy Foundation – projects that benefit the community to this day.



She was eventually elected Member for Brunswick and was well regarded by many locals for her successful advocacy and enthusiasm for meeting the community at the grassroots level. She is missed – vale Jane.



Painting Tuesday



Introduction to Visual Arts 'Postcard Exhibition' display



Holden Street

Neighbourhood House Inc

HOLDEN STREET NEIGHBOURHOOD HOUSE INC

ABN: 15 398 624 647 128 | REG NO: A00 103 50V | T0id: 6407

128 Holden Street North Fitzroy

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