

## PRESIDENT'S REPORT

Another year of striding forward for our Neighbourhood House network has come and gone, with some rousing developments throughout. Highpoints include a new House joining the NHT network – Welcome to Phoenix Community House, King Island! And a strong recognition by all State political parties of the worth of NH's through their extension to core funding of \$45000 per House. This will give Houses the ability to employ two FTE workers, allocate funding for professional development, secure HR/IR advice as well as provide employee support and supervision.

This year's highlights include our fabulous annual NH conference in gorgeous George Town (thanks to George Town Neighbourhood House AND George Clooney..). The conference left an indelible mark on many, with feedback suggesting it was one of our most enjoyable.

Twenty three Managers also enjoyed the opportunity to get together in Launceston with a 1½ day mini-conference providing an extended time to share, learn, laugh and speed-chat!

This year NHT hosted governance workshops presented by Australian governance guru Steve Bowman. Steve spoke about some wonderfully simple ways to improve our governance procedures.

Congratulations to John Hooper who enjoyed some long-service leave this year, and attended the World Community Development conference in Ireland as a presenter. Trish from St Helens also presented and both came home with much enthusiasm for our place based community development model knowing that Tassie is punching above its weight!

Thanks go to the productive NHT staff and volunteers led by our illustrious EO John – Jonathan, Karen, Louise, Nicole and Peter. And thanks to this year's NHT Board Regional Reps Michael, Eddie, Kristy, Cate, Nettie, Sue-Ellen, Grahame, Tracey and Matthew who take on this extra role to support the network.

As we move into a new five year Strategic Framework, our impact is being recorded with Outcomes Reporting, providing some valuable insight into how community development delivers a healthier and happier community.

It is obvious again this year, when we work and support each other as a network of Houses and communities we achieve so much. Congratulations to us, we're worth celebrating!

– Kate Beer

## TREASURER'S REPORT

NHT has utilised its core Peak Body Grant and four other grants in 17-18 to employ 3.1 FTE whose focus is on supporting the boards, staff and volunteers of our Member Houses to do their work for their communities.

Out of total income of **\$754 283** (including grants, carried forwards, sponsorships, and investment returns), a few key outcomes to highlight include:

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Directly distributed **14%** of that income – **\$108 212** in funding to Member Houses, primarily through Everyday Literacy and Eating With Friends.

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Increased the value of the Literacy Future Fund to a total value of **\$798 160**, which includes an overall building value of **\$638 001**.

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## EXECUTIVE OFFICER'S REPORT

It's lovely to look back on a year and know we as a network have achieved so much together for and with our communities. What follows in this report summarises the key work we've undertaken this year for our Member Houses. I do have to highlight a big goal kicked – the funding increase for the 33 Tasmanian Government funded Houses AND King Island's Phoenix House finally being recurrently funded. Great to see the commitment to the network of Houses by all parties, and I loved the way the network worked together to make the ultimately successful case.

I'm also proud of our network's efforts, in partnership with others, to advocate about the damage pokies do to those that become addicted and that we must see change.

Two other highlights were gathering with Houses at George Town for our conference and Neighbourhood House Week. As for the conference – what a three days – what outfits at the dinner – and what inspiration I always get seeing the passion Houses have for what they do with their communities. Neighbourhood House Week saw the launch at Parliament House of our *Making a Difference* report that summarises the Outcomes Reporting of 33 Houses and demonstrates through statistics and quantified "better off" measures just what an impact Houses have on their communities. This data has helped with our funding advocacy, and has given us tangible evidence that has resulted in a number of television, radio and print media stories. I was invited to present it to the World Community Development conference in Ireland and it has helped with continuing to raise the profile of our network with corporate and government supporters. But most importantly it shows Houses the difference they're making.

I want to thank the NHT team of Jonathan Bedloe, Karen Austen, Louise Josephs, Nicole Green and our awesome volunteer Peter Scott. Like me they wholeheartedly believe in and are in awe of all that Houses achieve with their communities. Thanks team. I also want to acknowledge Jo White (Project Officer), Jane Hamilton (Finance) and Steve Cooke (Literacy) who moved onto retirement (Jo and Jane) and teaching (Steve) for all they did for NHT and the network.

Finally the NHT Board – thanks for all the guidance and support throughout the year.

Go Neighbourhood Houses!

– John Hooper

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Provided **\$68 182** in training and professional development for our Member Houses

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Our overall operating surplus was just **\$19 188**, just over **2%** of income, which shows how tightly we budgeted this year.

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I would like to thank Nicole Green for her work as Finance Officer after joining the NHT team in September 2017.

I am retiring off the NHT Board at the coming AGM and I thank you all for your support. In closing I want to highlight that while recurrent funding issues have been addressed for Neighbourhood Houses, our Peak Body needs Government to pay attention to its need for increased recurrent funding. NHT is operating within its means but what we can achieve for our members will wind back in June 2019 unless more funds are forthcoming. Our full audited financial report for 2017-18 can be found at [www.nht.org.au/resources/publications](http://www.nht.org.au/resources/publications)

– Eddie Rodgers





Steve Biddulph on the final day



## NEIGHBOURHOOD HOUSES CONFERENCE 2017

George Town Neighbourhood House helped put on another fantastic state conference, with a wonderful range of guest speakers, workshops, content from Houses and of course another eye-opening Conference Dinner! Debbie Mayo-Smith gave us many valuable hints and tips to help make our computer use more efficient and effective. Workshops were hosted in the George Town LINC which provided a great space to learn about using Mailchimp, an Introduction to Facilitation, Working with Men and very popular sessions on Restorative Practices from John Lennox. Steve Biddulph sent us off with profound and encouraging words about taking care of ourselves, and to be very proud of the work we do to support our local communities.

- 150 people attended the Conference
- 8 plenary sessions were held including 18 presenters
- 8 workshops delivered
- 74 people filled in the post Conference evaluation survey
- 33% of people who did the evaluation said this was their first Conference
- Over 90% of responders gave 4 or 5 (out of 5) for the organisation of the event
- 94% of responders said they would come to another Conference

-  I am going to make sure I look after myself more.
-  I filled my notebook with notes.
-  The facilitation workshop and Debbie-Mayo's sessions stood out for me.
-  Thank you so much. I have learnt a lot more and you get even more excited about being involved with the Neighbourhood Centre.

Support from Conference sponsors enabled House staff and volunteers to register for Conference at approximately 50% of the actual cost. This allowed more House representatives to attend than would have otherwise been able to.



## PHOENIX HOUSE

Phoenix House started in 2001 and was originally called the King Island Supporting Disabilities Project. A shift in strategic direction and name change in 2005 set the House on the path to working towards securing recurrent funding as a full member under the Neighbourhood House Tasmania program.

"Phoenix House has continued to fight all obstacles to get where we are today and that journey has been supported by people who believed in us, Neighbourhood Houses Tasmania included. Our future is now bright as we move forward with the NHT network and we continue to support the King Island community." – Sally Haneveer, Coordinator

## WORLD COMMUNITY DEVELOPMENT CONFERENCE – IRELAND

Maynooth University in Ireland hosted a 3 day World Community Development Conference in June. This brought together CD workers and academics from 100 countries to exchange ideas, learnings, challenges and the certainty that community development is the answer! Trish O'Duffy, Manager of St Helens Neighbourhood House, presented on her community's Thrive Initiative. John Hooper, NHT EO, presented on the work of Houses within Tasmania to measure their impact in communities through Outcomes Reporting. The presentation drew on the information within the Making a Difference for our Communities report and was titled 'Changing communities – one leg of lamb at a time.' John came away from the Conference with a strong affirmation that the network's efforts to evaluate the impact of the work of Houses is valid in its approach from an academic perspective, and is world leading in its practical use of quality, quantity and story for reporting to Government.

There were delegates from Sudan to Nepal, from USA to New Zealand, all unified by discussing how communities come together to make the world a better place. Bernadette McAlliskey summed it up when she challenged the conference "What are we all doing lurking in community development, if we're not doing something about social change?" We need a better fairer economic system. Check out the Declaration from the Conference: [www.maynoothuniversity.ie/faculty-social-sciences/news/maynooth-declaration-adopted-400-delegates-30-countries-first-ever-world-community-development](http://www.maynoothuniversity.ie/faculty-social-sciences/news/maynooth-declaration-adopted-400-delegates-30-countries-first-ever-world-community-development)

## NEIGHBOURHOOD HOUSE WEEK

On 2 May NHT was joined by 100 House staff and volunteers, our support organisations and politicians to celebrate Neighbourhood House Week at Parliament House. Kirra Buford from Karadi Aboriginal Corporation delivered the Welcome to Country, followed by an inspiring speech from the Human Services Minister Roger Jaensch welcoming the network to "the People's House". The Minister spoke of what he loves, as a frequent visitor to Houses, is seeing people's journey. "The woman who I might see for the first time as a participant in the community lunch, then coming back months later I see her volunteering as cook of the lunch, and then returning again and seeing her serving on the committee of the House".

John Hooper, NHT EO, launched *Making a Difference for our Communities: The evidence of the impact of Tasmania's Neighbourhood House Network*. This report outlines the achievements and impact of the 35 Neighbourhood Houses in their communities. Representatives from West Moonah, St Helens and East Devonport shared stories that helped to bring the report to life for everyone in the room. Aurora Energy CEO Rebecca Kardos summed up the day and Aurora's support of Neighbourhood Houses thus - "Neighbourhood Houses rock!"



Above: Minister Roger Jaensch speaks at NH Week event at Parliament House. Below: Jo White (NHT), Kate Beer (Devonport), Rachael French (Goodwood)



## MAKING A DIFFERENCE FOR OUR COMMUNITIES: THE EVIDENCE OF THE IMPACT OF TASMANIA'S NEIGHBOURHOOD HOUSE NETWORK

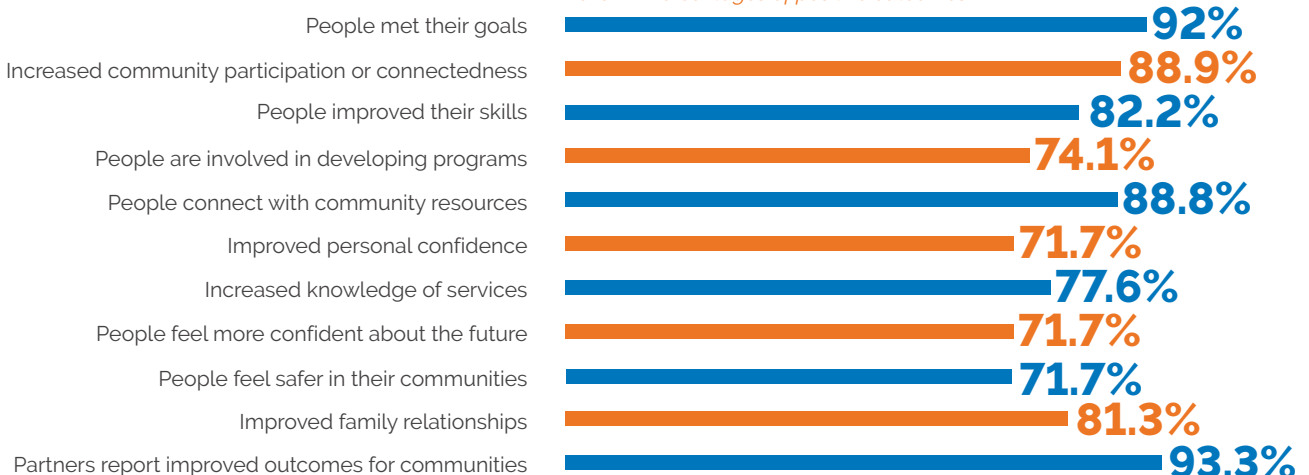
### DATA SNAPSHOTS:

#### How well did we do it?

- 🏠 90% of participants completed the program/service/activity
- 🏠 95% of participants were satisfied with the design/content of the programs
- 🏠 94% of programs were completed on time and as planned
- 🏠 98% of partners reported satisfaction with their relationship/interaction with the House
- 🏠 80% of partners reported improved collaborative practice

#### Is anyone better off?

2016/17 Percentages of positive outcomes



Data sourced from 11 643 responses to participant and partner surveys of 31 Houses.

## IN RESPONSE TO NETWORK REQUESTS

### GOVERNANCE SUPPORT

#### Steve Bowman

Steve Bowman is a leading international adviser in corporate and non-profit conscious leadership, a seasoned Board adviser, with a great depth of experience and skill facilitating Board reviews and strategic planning process.

NHT brought Steve to Tasmania in June and he delivered two inspiring and challenging days of workshops titled *Governance for Purpose*. Steve provided the network with an invaluable resource of information about good governance practice, with practical tips and solutions relevant to Houses and their Boards. Learnings from Steve's workshops will be embedded into on-going governance training and resources for Houses.

#### Governance training

NHT has developed a training package to support the delivery of governance training to new and existing volunteer boards of Houses. NHT staff have travelled to individual Houses to meet board members at times to best suit them to deliver the training. Eleven sessions of approximately 2 hours were delivered to 9 Houses in 2017/18.

### GROUP BUYS

#### Quartz – HR Partnership

This year saw the consolidation of NHT's relationship with Quartz Consulting who provides quality advice and support on Human Resources for Houses at a negotiated reduced rate. There are currently 23 Houses, plus NHT, signed with Quartz under this group buy negotiated by NHT.

Quartz has worked with NHT to ensure any employment related policy, procedure or guide we create is correct under employment law. They've provided the Award pay tables we all need and have distributed regular email information on common community organisation issues. They have assisted a number of Houses through difficult HR situations in a timely and professional manner.

Houses can contact Quartz with questions and concerns meaning that House Managers and/or Boards can get immediate advice when they need it. Most matters can be dealt with over the phone but if on-site visits are needed to support the House Quartz will be there. This has occurred where it has been necessary for Quartz to get a better understanding of the matter at hand and to meet face-to-face with those involved. There is no limit to the number of times Quartz can be contacted for advice or support under this group buy. Those Houses that have used their support have found it very valuable.

Sarah Courtney (MHA) opens the new Northern Suburbs Community Centre at Newnham



#### Relationships Australia

Relationships Australia supports the Network through a group buy negotiated by NHT. Services offered by RA Tasmania include:

- 🏠 **Counselling:** which can support workers to perform well in their jobs. This can be done in RA offices, in-House, over the phone or even Skype.
- 🏠 **Professional Supervision:** workers can use the services of another experienced and qualified worker to reflect on their work with the community and develop new perspectives on how to go about that work. Supervision can also consider the ethical professional development and personal development of the worker.
- 🏠 **Group Supervision:** workers can come together to talk through some difficult situations they have been dealing with. This can be a great way to debrief, learn from experiences and come up with new ways of working together.
- 🏠 **Other Services:** RA can also assist Houses with team building, conflict resolution and critical debriefing, as well as a range of workshops on issues such as depression, addiction and financial counselling.

This group buy has been negotiated to support House staff and volunteers. External supervision helps people to think through the challenges of their role, review their practices, and even establish a better work/life balance. Helping people to work more effectively in Houses prevents burn-out and leads to better relationships and saves money.

### EMERGING VOICES CHANGE MAKER PROGRAM

The Emerging Voices Program was delivered across 5 regional locations between April and September 2017. The training aimed to give participants the tools to make change at the 4 levels of i) the individual; ii) relationships; iii) teams; and iv) the community.

The EV training in each location consisted of a block of 4 workshops, delivered as 2 two-day workshops, held several months apart. This gap between the 2 sets of workshops allowed participants to put into practice their learnings from workshops 1 and 2 before returning for workshops 3 and 4.

There were 64 participants in total, representing 23 Houses. The workshops were like a mini conference and provided a chance for individuals to network with other House volunteers and staff at a deeper level over the year.

The EV training facilitator Mel Maddock (Madfinch Consulting) and participants presented at the 2017 Conference to 140 delegates.

This free training was supported by Tasmanian Community Fund funding.



NHT Board at 2017 AGM

## STRENGTHENING THE NETWORK

### MEDIA TRAINING FOR HOUSES

Three regional workshops were run in Jan/Feb 2018 by Gabby Hills, an experienced researcher, interviewer and scriptwriter (having worked for commercial radio, SBS & ABC TV, and the Al Jazeera network) and David Pyefinch, filmmaker and director from Madfinch.com. Each 3 hour practical session helped participants learn to:

- 📱 plan and prepare media releases
- 📱 prepare and develop key messages to speak to the media
- 📱 practice speaking to camera and being recorded
- 📱 be aware of the risks in speaking out about issues

### SUICIDE TALKS

NHT received funding from Partners in Recovery for introductory level suicide awareness training that is brief and gives community members and volunteers a basic understanding of the issue, reduces stigma, builds confidence to ask the question about suicidal thoughts and provides information on resources, helplines and other available assistance. Jonathan Bedloe travelled the state and delivered the 90 minute talks in 20 Houses to a total of 166 people.

### POSITION DESCRIPTION TEMPLATES

NHT, in consultation with Quartz Consulting, has developed a suite of Position Descriptions for common staff roles within a House. Quartz have adapted standard PD's to specifically relate to these roles, and Houses can individualise the documents as required. These resources are available on the NHT website.

### VOLUNTEER INDUCTION KIT

The Induction Kit was developed by NHT to assist Houses in the induction of new volunteers. The contents were screened by Quartz Consulting to ensure they address current best practice in ensuring people are well informed when they start as a volunteer at a House. Templates in the Kit include:

For House Managers:

- 📱 volunteer screening and referee checklists
- 📱 preparing for a volunteer's first day
- 📱 anti-discrimination, harassment & bullying fact sheet
- 📱 Excel Spreadsheet for electronic records

For Volunteers:

- 📱 volunteer registration form
- 📱 confidentiality agreement
- 📱 volunteer induction checklist
- 📱 volunteer handbook

### AGGRESSIVE BEHAVIOURS GUIDELINES

These template Guidelines were developed in collaboration with House representatives to provide practical guidance on how to deal effectively and safely with individuals displaying aggressive behaviours within a House environment. Everyone who interacts with a House has the right to feel safe. These guidelines outline:

- 📱 what is expected of staff and volunteers
- 📱 procedures for dealing with people who make threats against themselves, staff or third persons
- 📱 procedures for dealing with people who display aggressive behaviour
- 📱 procedures for dealing with people who are violent resulting in injury to people or damage to property

### BRINGING HOUSES TOGETHER

NHT creates and supports networking opportunities for the staff and volunteers of individual Houses to come together to support each other, share strategies, swap ideas and feel part of the bigger picture of the Neighbourhood House network. NHT has supported the network meeting at a regional level on over 25 occasions, as well as through various training opportunities, and in smaller working or consultative groups to focus on specific projects such as new resources. Also managers' meetings were held that bring all House managers together. Managers are responsible for the agenda of the meetings and NHT pays for venue hire, catering and guest speakers.



Ulverstone and Devonport House at NHT Conference



## PROJECTS

### EATING WITH FRIENDS

Eating With Friends is a social eating program that works from a community development framework to create regular social eating opportunities in local communities across Tasmania.

The EWF Project supports the network of existing groups and the development of new groups. NHT has auspiced the EWF Project since 2009 and is supported by Federal and State Government funding.

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**35** EWF groups operating

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**24** organised and supported by Neighbourhood Houses

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**1,000** participants each year (on average)

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**200** volunteers involved across all groups

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### EVERYDAY LITERACY FOR LOCAL COMMUNITIES

In 2009 the Tasmanian Community Fund granted Neighbourhood Houses Tasmania **\$1.5 million** over a 10 year period to fund projects in Houses that embed literacy in everyday activities. Houses submit project proposals through an application process to NHT, and then an independent panel processes the applications.

Between 2009-2017 Everyday Literacy for Local Communities funded **95** Projects across all **35** Houses with a total expenditure of **\$1,189,483**

In the 2017/18 financial year Everyday Literacy for Local Communities funded **10** Projects across **10** Houses with a total expenditure of **\$101,675**.

### GRANTS

NHT applied for grants totalling **\$332,000** during the financial year, gaining **\$170,000 (51% success)** in additional funding for the network. These funds will enable the network to proceed with the following projects:

- 🏠 Redevelopment of the NHT website
- 🏠 Updating the Governance Handbook
- 🏠 Purchase of Tablets for Information Portals at the Houses
- 🏠 Workforce development

### NATIONAL SIMULTANEOUS STORYTIME

In May each year children all around Australia gather together at the same time to take part in National Simultaneous Storytime. This year's book *Hickory Dickory Dash* (by Australian author Tony Wilson and illustrated by Laura Wood) proved to be a great hit with the children.

Since 2013 NHT has, through the Everyday Literacy Project, funded books to participating Houses to give each child attending their NSS event an age appropriate, high quality book to keep. In **2018, 33** Houses took part in NSS and distributed over **1120** books to Tasmanian children. This represented **\$13,300** worth of books. This event and the supply of books is a wonderful example of how NHT and the network positively promote literacy in their communities.



Eating With Friends at Deloraine House



Mayor Steve Wass reads at Maranoa Heights CC for National Simultaneous Storytime

### NHT HUB

#### Literacy future fund

NHT purchased an office building in late 2016, with an official opening in May 2017. These premises now provide excellent accommodation for the NHT team, training and meeting spaces, and lettable space. There are currently 3 tenants, being Avidity Training and Development, Driver Mentoring Tasmania and NHT itself. Two office spaces remain available for rent.

Revenue generated from meeting room hire and the rented office spaces, including NHT's own rent, is put back into the Literacy future fund to support House literacy programs.

Tied to the purchase of the building is the local Council requirement to develop a car park on site. Hazell Bros have agreed to conduct these works for 50% of their true cost and we hope the works will be underway by the AGM.

#### Aurora – a great supporter

Aurora Energy is a great supporter of the network of Houses, is an ongoing sponsor of the NHT conference and in March funded the installation of solar panels on the roof at the NHT Hub. This has dramatically reduced our power bills enabling us to invest those funds in supporting the awesome work of our 35 Member Houses. NHT has used the no interest Tasmanian Energy Efficiency Loans Scheme to invest in heat pumps and insulate the building. All of this means we can put more resources into projects for our members rather than bills! Aurora Energy CEO Rebecca Kardos said she was excited about exploring more innovative ways to support the community. "Supporting a long-standing community partner in this way is a fantastic opportunity for us as it utilises a site, which from a solar perspective is optimal, given it operates during the day when the sun shines the most."

#### Meeting room

There is a meeting room available for hire within the building. The room is equipped with a Multifunction Smart Screen which is webinar capable. The RTO, Avidity Training and Development, has hired the meeting room on a number of occasions to deliver accredited training programs, with their students coming from both within and outside of the House network. Driver Mentoring Tasmania has hired the meeting room for their Board meetings, as well as for training for driver mentors who are part of the House network. The income from the room is going toward the Literacy future fund.

The meeting space is available free for Houses. It has hosted the two day NHT Board retreat and the regular southern regional network meetings for Houses. Workshops and training sessions have also been held for Houses such as; the Emerging Voices program, media training and grant planning sessions with southern Houses. Individual Houses have also utilised it for their own meetings.

The Hub is a resource for the network that delivers financial returns for the network's literacy programs – what a win win.

## ADVOCACY

### BUDGET SUBMISSION

A budget submission to the Tasmanian Government for the 2018/2019 state budget was lodged in December 2017; *From Surviving to Thriving: Investing in Our 35 Neighbourhood House Communities*. Some of the key asks were:

- an extra **\$45 687** per annum in each of the **33** DHHS funded Houses
- increased recurrent funding for NHT to increase its capacity to support its members
- development of Category C into the Strategic Framework so Phoenix House on King Island could receive funding as a remote community
- that DHHS undertake an analysis of community data to determine locations of need that fit to the NH Strategic Framework that have emerged over the past decade
- provide capital funding of approximately **\$500 000** to enable further development of the re-located Derwent Valley Neighbourhood House to make the premises fit-for-purpose
- provide a further **\$3 million** pool of infrastructure funds to finish the building works already begun
- create a fund for Houses to purchase community vehicles or subsidise local transport solutions
- enable local schools to partner with community organisations to better engage children, young people and their families at risk of disengaging from education

### STATE ELECTION

NHT advocated long and loud to all parties prior to the state election and received tri-partisan, on-going commitments to support the work of Houses into the future. The successful Liberal Government's 2018 budget includes:

- \$45 000** per annum increase to the core recurrent funding of all of the current 33 DHHS Funded Neighbourhood Houses
- \$2 million** in infrastructure funding to continue the renovation program
- Bringing our associate member Phoenix House on King Island into the network with **\$120 000** per annum recurrent funding as a Remote Community Neighbourhood House
- \$5 000** per House for any needed security upgrades/alarms etc.
- continue to fund the Grassroots Mental Health – NHT partnership with Wellways
- a Protocol so that the different government departments coordinate better with local Houses.

This is a vote of confidence in the Neighbourhood Houses community development model.

## ANHCA

The Australian Neighbourhood Houses and Centres Association (ANHCA) is the national peak body for Neighbourhood Houses and Centres. ANHCA represents over 1,000 Neighbourhood Houses, Community Houses, Learning Centres, Neighbourhood Centres and Community Centres around Australia which are member organisations of their state peak bodies.

John Hooper, NHT EO, is the ANCHA Treasurer; Kate Beer, Manager Devonport Community House, is an ANCHA Board member; and NHT volunteer Peter Scott provides secretariat assistance to the ANHCA Board.

Over the last twelve months ANHCA has enabled joint projects and sharing of resources between the state Neighbourhood House Peaks. It has collated the reporting data across Australia and produced an excellent summary of the reach and impact of the national network of Houses (see link here). It also continues to shepherd the ANHCA DGR Fund which has enabled over \$500,000 in donations and philanthropic grants to be received by Houses across Australia who do not have access to their own Deductible Gift Recipient status. Collectively ANHCA and the peaks have supported the advocacy of individual states, in particular WA, as they fought difficult funding issues for their sector. Other areas of representation include:

- NILS Board membership
- Industry Skills Partner with Dept of State Growth
- Community development presentation to TasTAFE students
- Community development presentation to Dept of Health Social Workers
- Tasmanian Community Fund presentation for Workforce Engagement Grant
- New Employment Services System Roundtable
- Aurora Energy Vulnerable Customer Stakeholder Group
- Strong Families Safe Children working groups
- Peaks Network
- Men's Resources Tasmania
- Tasmanian Suicide Prevention Trial Consultative Group
- Tasmanian Men's Shed Association

### ELECTION FORUMS

In February 2018 during the lead up to the state election three regional forums were held in the north, northwest and south. A representative/candidate from each of the political parties was invited to attend to address questions from House volunteers, committee members and staff.

Houses sought to be informed on the big issues that have concerned and continue to be of concern to Houses and their communities, including: education; employment, health and wellbeing, cost of living (including transport, and extra recurrent funding for Houses and NHT.

### COMMUNITY VOICE ON POKIES REFORM

NHT has been an active member of the working group, advocating strongly on behalf of the network and our broader communities. The network has contributed significant stories of the negative impacts of poker machines, and the opportunities that could be created by their removal. The need to remove poker machines remains, and NHT continues on the working group.



## OUR PERFORMANCE SURVEY

Just like Houses we are using the Results Based Accountability Framework to measure our performance for our Members: *How much did we do? How well did we do it? Is anyone better off?*

We captured two weeks of "snapshot" activity data focusing on direct contact with, or, on behalf of Houses. We also asked our Members by conducting a survey of Houses as we have done in previous years. In total we had 45 respondents comprised of Managers (53%), Staff (17%), Board Members (22%) and Volunteers (8%).

### HOW MUCH DID WE DO?

Over the two snapshot weeks, **3.1 FTE** NHT staff were in direct contact with **23 Houses**, totalling **87.4 hours**. This is **37%** of the total available working hours, the same percentage that was achieved in 2016-17.

Face to face contact with Houses remained constant this year at **16%** of staff time.


NHT staff time is largely spent coordinating or attending meetings with or on behalf of Houses, planning and facilitating workshops and training sessions, and generating the resources that Houses require.

### HOW WELL DID WE DO IT?


Awareness of the resources created by NHT for the Network remained high with an average of 88% of respondents (over the eight resources listed in the survey) being aware of them. The highest awareness scores for resources were; 94% for Financial Management Support, 93% for the Operations Manual for Managers and 90% for the Community Development Toolkit.

An average of 47% had used the resources, the highest scores being; 66% for Induction Resources for Volunteers and Staff, 65% for policy and procedure templates and 56% for the Management Committee Handbook.

84% of committee members felt confident to approach NHT regarding issues relating to their role, whilst 82% of managers and 78% of staff and volunteers felt similarly.

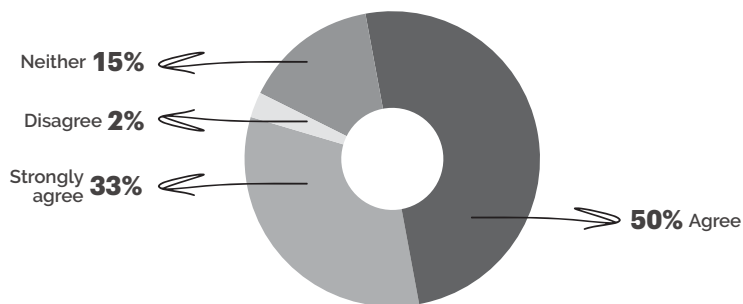
 I see NHT as quite proactive and you are led by passionate people with real heart. We should never underestimate the value of this.

 More of NHT staff should go out and visit Houses.

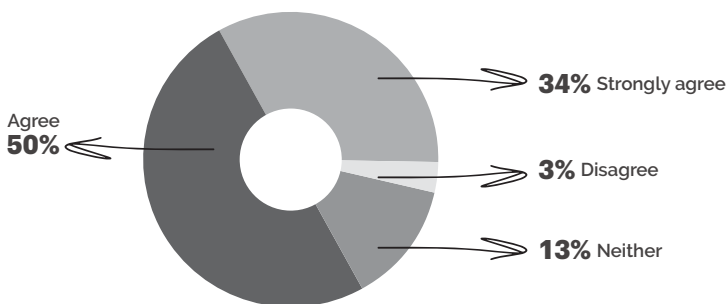
 Approachability – I always feel that I can ring NHT no matter what the issue and at least have an empathetic ear. The ethos, friendliness of the staff at NHT is wonderful.

## IS ANYONE BETTER OFF?

### NHT supported me in my Governance Role



### NHT supported me in my Manager's Role



When asked about governance and management in Neighbourhood Houses an average of 69% of respondents felt that NHT had improved the performance of their House.

75% gained benefit from the various relationships built throughout the Neighbourhood House network.

An average of 90% of respondents felt that their House was better off because of the work done by NHT. This covered categories such as; advocacy for, increasing the profile of, networking across, and representing the Network. Also providing resources and training opportunities for Houses and maintaining relationships with government and key stakeholders were included in this question.

## NHT BOARD ATTENDANCE 2017/18

| Name               | Number of attendances | Possible attendances |
|--------------------|-----------------------|----------------------|
| Kate Beer          | 6                     | 7                    |
| Michael Higgins    | 4                     | 7                    |
| Eddie Rogers       | 4                     | 7                    |
| Grahame Ryan       | 6                     | 7                    |
| Nettie Burr        | 4                     | 7                    |
| Tracey Carter      | 5                     | 7                    |
| Kristy Leishman    | 4                     | 7                    |
| Cate Clark         | 5                     | 7                    |
| Matthew Williamson | 4                     | 6                    |
| Sue-Ellen Mills    | 5                     | 6                    |
| Simon Douglas      | 1                     | 1                    |

Thanks to our sponsors



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