



Neighbourhood Houses
Tasmania

Annual Report 2020–21



Acknowledgement

Neighbourhood Houses Tasmania cherishes lutruwita (Tasmania) Aboriginal land, sea and waterways and acknowledges, with deep respect the traditional owners of these places. Neighbourhood Houses Tasmania acknowledges that it is a privilege to live on Country and walk in the footsteps of those before us. Beneath the mountain, among the gums and waterways that continue to run through the veins of the Tasmanian Aboriginal community.

Neighbourhood Houses Tasmania pays respect to elders past and present and to the many Aboriginal people that did not make elder status and to the Tasmanian Aboriginal community that continue to care for Country.

As an organisation we recognise a history of truth which acknowledges the impacts of invasion and colonisation upon Aboriginal people resulting in the forcible removal from their lands.

Our Island is unique, with spectacular landscapes with our cities and towns surrounded by bushland, wilderness, mountain ranges and beaches. For this environment we give thanks.

Neighbourhood Houses Tasmania strives for a future that profoundly respects and acknowledges Aboriginal perspectives, culture, language and history, and pledges continued efforts to fight for Aboriginal justice and rights paving the way for a strong future for us all.

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President's Report

The year since our last conference and AGM has been characterised by change.



The year since our last conference and AGM has been characterised by change. I believe it is safe to say that everyone, everywhere has experienced change in some way. The world as it was before COVID 19 will never be able to be achieved again as so many of our community fear social contact and isolation is endemic. We have seen changes in the types of people seeking assistance as well as the numbers of people accessing emergency relief services. Our Network of Houses have demonstrated that not only have we adapted to change but have risen to the challenge in their innovative solutions and efforts to reduce the adverse impacts being felt by the diverse communities that they serve. Houses were able to not only manage existing priorities but found new ways and benefits of connecting other organisations (Local Councils, Health and Emergency Services) with the different parts of their communities. For example, the Neighbourhood House network has had many formal and informal discussion about recovery after disaster and have been exploring processes to strengthen and support their communities. Our key goal areas of connecting communities, supporting people and creating local leadership has demonstrably played a pivotal role in building and maintaining Community Resilience. I am inspired and awed by their work.

Neighbourhood Houses Tasmania has also experienced a time of change. Tracy Tasker leaving the CEO position. Our thanks to Jonathan Bedloe acting in the CEO role whilst we recruited Michael Bishop. We said goodbye to Board Members Michael Higgins, Jeddah Barwick, Tracy Eddington-Mackay and Kristy Leishman and thanked them for their contribution to the network. And whilst poignant we recognised that these changes created new opportunities. We welcomed new members and the entire board underwent some critical reflection on our values, activities and functions as a Board. I would like to thank and

pay tribute to my fellow Board Members Simon, Carol, Andrew (North-West), Deb, Gary (North-East), Mary-Anne, Leanne, Cate & Melinda (South) for volunteering their many and diverse skills to support the Network and their tremendous, invaluable support to me in my role as Chair. Their commitment to our CLEAR values (Collaboration, Leadership, Ethical, Accountable and Respect) and to making informed, balanced decisions have resulted in the development of a 3 year strategic plan that is ambitious and future-focused.

In developing the plan, much consideration was given to how we continue to adapt to the ongoing societal changes being brought about by the COVID-19 pandemic. Thankfully, Neighbourhood Houses continue to enjoy bi-partisan support from our Tasmania politicians and have been well supported by the State Government. As a result of their commitment the future for Neighbourhood Houses looks positive and ensures that NHT and the network we are well placed to respond emerging community needs. We would like to formally acknowledge the excellent and ongoing support from the Department of Communities and their staff.

We are grateful to Michael Bishop for his leadership and ability to quickly take up the reins and hit the ground running. His tireless efforts to ensure we as a Network could come together to learn and celebrate with each other (in person!) at our annual conference has been awe inspiring. Our thanks also to NHT staff Michael, Karen, Alex and Mel for your commitment and dedication. And a special mention to all the House Managers who reached out over the year to cheerlead and encourage our efforts. Like every annual report there are so many of you to thank that I wish I could acknowledge all your names here in print. But you know who you are, and I know who you are – THANK YOU.

Trish O'Duffy

Acting CEO Report



I was pleased to have the opportunity to lead the NHT team on behalf of the network for a brief time, and to take on the various challenges and opportunities of the CEO position.



In September 2020 we delivered our first NHT conference online, which was 'different', and as with everything there were pros and cons of an online conference. Soon after that we said goodbye to Tracey Tasker who had competently lead the

organisation for 16 months. Along with leading us through the most challenging times of our COVID experience, Tracey worked with the Department of Communities to create the position, to which Mick Gordon was appointed in January. Mick Gordon's work on developing increased support and resources in governance and disaster preparedness is already paying dividends for the Network.

While we said goodbye to Tracey and Louise in October, we were very pleased to have Alex join the team at the end of November and Alex was a great help to me keeping track of so many of the details.

I want to thank Karen particularly who helped me in so many ways, being a sounding board, helping to write submissions, checking my terrible spelling and even after 6 years. being such a font of knowledge and wisdom about so many faces of what NHT and the network does.

I finish my time proud to be part of NHT and the Network that was again promised an increase in funding from the Tasmanian Government, demonstrating. While there was a delay in the budget process, NHT continued to be bold in its policy papers with two important consultation papers: submissions to the Child and Youth Wellbeing Strategy and the Food Security Consultation. I finish the reporting period proud to be part of all that NHT and the network achieves.

Jonathan Bedloe



CEO report

It is a real honour to be working with and for people who are passionate about their communities.

Because of the long term bi-partisan political leadership, Neighbourhood Houses in Tasmania are often the envy of the mainland states. That Government of all levels in Tasmania emphasise place-based strategies to community issues (in consideration of national and global trends) will ensure that Tasmania has vibrant and resilient communities for years to come. I would like to thank the NHT Volunteer Board on behalf of the Network of Neighbourhood Houses and the Tasmanian community. I am in awe of your skills and compassionate service to the people of Tasmania. I would also like to thank my colleagues who make coming to joy such a pleasure.

Michael Bishop



Our Board



Trish O'Duffy

Trish currently works as General Manager of Northern Suburbs Community Centre (NSCC) and prior to this appointment was Manager of St Helens Neighbourhood House for 7 years. In the past Trish has worked in the not-for-profit sector providing rural primary health services and also local government both in Tasmania and Ireland in various community development roles. In addition to her work at NSCC Trish also volunteers her time and skills on the Board for Neighbourhood Houses Tasmania and numerous local community group boards.



Gary Barnes

Gary is currently the Manager of the Fingal Valley Neighbourhood House, and is passionate about community, sitting on various boards including Medea Park Residential Care and St Marys District School Association and also involved with many other groups within the community. Gary previously ran his own IT business for 20 years, working around the East Coast of Tasmania and in education. Gary Holds the position of Treasurer on the NHT Board.



Debbie Smith

Debbie is originally from Northern Territory and came to Tasmania for her husband's work and took her first Tasmanian job as state CEO of a national Not for Profit organisation.

Debbie has had a career in Community Services spanning over 30 years, and held positions in all areas of Community Services both in Government and Not for Profit sectors. She has also worked in Indigenous Community in the Northern Territory, Drug and Alcohol Rehab, Community Youth Justice, Child Safety Services, Family Law and a Child and Family based Not for Profit service. During her tenure as CEO Debbie worked alongside all levels of Government, directly with Ministers and their departments.

Debbie currently holds the position of Vice Chair on a local not for profit board and has historically held a position on state and national committees including United Nations Rights of the Child Australian committee.

Debbie came to Deloraine House because of her strong belief in "grass roots" Community Development and has now been in the position of Manager of the House for 15 months.

Debbie was nominated for a Volunteer of the year award in 2022 for her work in leading the volunteers supporting the Meander Valley communities. Debbie is Chair of the Governance and HR Committee of the NHT board and convenor of the 2021 Conference.

Our Board



Mary-anne Evans

Mary-anne Evans (Executive Officer of Bucaan Community House) has been working in communities for 24 years. She is passionate about social justice, inclusion, working from a solution-orientated community development framework, and brings a variety of skills to the NHT board including a history on Neighbourhood House boards, reference and advocacy groups.

She has multiple qualifications relevant to her field. Most recent is the Diploma in Business Governance from the Institute of Community Directors Australia.

Her first love is family, in particular her Dog Lucky, her friends, binge watching Netflix, reading a good book, walking on the beach, and exploring the world.



Cate Clark

Cate Clark has been the General Manager of the Rokeby Neighbourhood Centre for the past 8 years and has previously served on the NHT Board for a short while. Cate has had over 20 years' experience working in the community, private and public sector and was a founding member of Eastern Shore Community Association (ESCA) and the Clarence Plains Women's Group.



Andrew Broomhall

Andrew Broomhall is the Community Development Officer at the Devonport Community House. Having worked in manufacturing for 12 years Andrew followed his passion and entered the Community Services Sector. Since entering the sector Andrew has worked in the areas of Mental Health, Drugs and Alcohol Rehabilitation, Disability Support including working with participants who have an Acquired Brain Injury, Dementia and Parkinson Disease.

Andrew has been involved with numerous committees including Secretary on the Devonport Community House and Treasurer on the Devonport Men's Shed.

Andrew has a strong passion for community engagement and growth, having just completed a comprehensive local survey of 260 homes and recently implemented projects generated from the local community's feedback.

In Andrew's spare time he enjoys spending time with his family including his two French Bulldogs, Charlie and Edward, gardening, completing home improvements, and collecting LP Vinyl Records and retro video games.



Leanne Doherty (Secretary)

Leanne has been involved in Neighbourhood Houses for 27 years; 11 years at Risdon Vale as a volunteer and 16 years at Warrane Mornington as Manager. Leanne has had various positions leading up to manager within the local school. She was the 4th Officer at the Risdon Vale Volunteer Brigade and left after 11 years of services. It was during this time that she met the coordinator of Risdon Vale who wanted to host a Fire Safety in the home session with a group from the Centre. When attending the centre for this meeting they Leanne observed an art class. After a closer inspection she decided to attend the following week and never stopped visiting the centre. Leanne was inspired to increase her volunteering involvement in the centre and the community. This is the 3rd time Leanne has served on the board and she holds the position of Secretary.



Carol Bryant

Carol is the Chair of the East Devonport Neighbourhood House and serves on the Governance and Human Resources committee of the NHT Board. She has Masters Degrees in Environmental Education and Regional Development. Although Carol is originally from northern NSW has been a resident of Tasmania for 21 years, 20 of these in the North West. For this entire period she has worked and volunteered in the fields of natural resource management and community development in various leadership and strategic roles across the non-profit and local government sectors. Her key areas of expertise include:

- Strategic policy and planning (social and environment)
- Community engagement and facilitation
- Project management
- Governance

Carol like to principally work 'behind the scenes', supporting individuals and organisations in their efforts to identify and take collective action on issues important to the community.



Melinda Reed

Melinda has been a board member of Okines Community House since 2014, and has served on the NHT Board since September 2018. Melinda is a member of the NHT Finance, Risk & Audit Committee. After a career focused on community connection in public administration, strategic communication and community news, Melinda now serves as a Sorell Councillor and also represents the Bendigo Bank Community Bank network. Melinda loves all the unique ways Neighbourhood Houses create joy by bringing place-based opportunities together through community led governance and encourages more House members and volunteers to nominate for the NHT Board in future.



Simon Douglas

Simon is Vice President of NHT Board and represents the North West region. He is a member of the NHT Finance Committee, member of Capital Improvement Steering Group and member of the Neighbourhood Community Care Advisor program development.

Simon started as Project Officer at Devonport Community House in 2010 and has managed Ulverstone Neighbourhood House (UNH) since 2014. Simon serves and represents the community he was raised in, with his childhood home only three blocks from UNH.

Simon's passion is for the social justice and equity of the community he serves, with a big picture focus the NH network.

Program Goals

Our Vision

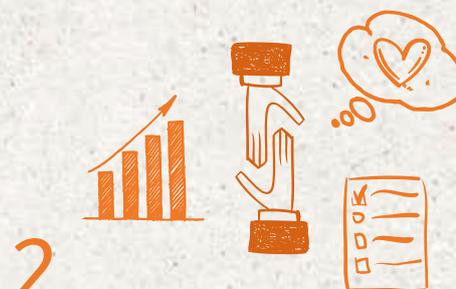
Thriving Tasmanian Communities

Our Mission

A peak body supporting and growing our member network as leaders in place-based community development



1. Connect Community



2. Supporting People by supporting the Network

Intent

Vibrant communities and Local, State and Commonwealth governments acknowledge Neighbourhood Houses as pivotal in both the good and rough times.

Listen to, learn from and accept all people's stories with compassion.

Strategies

- » Continue to promote a good practice Neighbourhood House model.
- » Continue to improve and refine the Neighbourhood Houses Tasmania brand.
- » Strengthen existing service and advocacy partnerships and create new ones.
- » Link strongly with Local and State Governments in pre-empting and responding to community changes.

- » Provide and arrange training and mentoring services for Neighbourhood House Board Members; Managers, staff and volunteers.
- » Convene and organise the annual Neighbourhood Houses Tasmania Conference and evaluate its impact.
- » Establish and maintain quarterly Chairs Forum.
- » Continue to collect feedback, responding to concerns in a timely manner.

Indicator of Success

- » Strong Positive responses in annual membership survey.
- » Positive and thoughtful feedback from external partners.
- » Increase in numbers of volunteers across the Neighbourhood Houses Network.
- » Current and meaningful memoranda of understanding with key partners.
- » Inclusion of Neighbourhood Houses in community recovery plans across the state.

- » Increase in shareholder as opposed to stakeholder behaviours by Neighbourhood Houses Tasmania members.
- » Training and support calendar developed and maintained.
- » Feedback is reported to Board and community.
- » Strong positive impact of communication and engagement strategy.

Our Values are CLEAR

Collaboration We work together for a common purpose

Leadership We step up, take risks and learn from our experiences. We inspire.

Ethical We will be fair, just and honest.

Accountable We listen, are open and responsive.

Respect We treat people as equals with kindness and compassion.



Neighbourhood Houses Tasmania inspires others to engage in thoughtful social engagement through community development approaches.

We are both reliable and brave on behalf of our members and communities.

Intent

- » Develop and maintain meaningful position papers with key partners.
- » Create future thinking events and processes.
- » Review and maintain group corporate services for the Neighbourhood House network.
- » Promote success stories and learn from mistakes.

- » Seek ISO9001:2015 certification.
- » Continue to publish Community Development resources.
- » Promote Neighbourhood Houses' role in Community Recovery.
- » Provide support for members who are seeking to have their communities concerns raised.

Strategies

- » Promote Community Development methods and processes.
- » Well utilised and relevant group services.
- » Create opportunities for success stories to be promoted across the Neighbourhood Houses network.
- » Numbers of papers published and resources downloaded.

- » Neighbourhood Houses Tasmania is used as a resource by other agencies and government.
- » Number of key working parties and initiatives where Neighbourhood Houses Tasmania is represented.
- » Agenda forming component of annual conference is communicated and delivered upon.
- » Examples of Digital Marketing.

Indicator of Success

Governance and Human Resources Committee Report



This committee has met regularly and focused its attention on improving NHT governance and internal processes. A consultant was engaged to facilitate NHT Board reflection and to enhance Board capacity. A formal Board skills audit was completed with the NHT Board planning some further development activities.

The HR and Governance committee have done extensive work on our Communication plan to be more inclusive and demonstrate respectful communication, this plan has now been adopted by the NHT Board.

Strategic planning and values setting took place this year with a 2-day workshop at Grindelwald, thanks to Michelle Swallow for facilitating this workshop.

The committee also worked on revising the Constitution which will be considered at the Annual General Meeting.

I would like to thank my fellow Board members who served on the committee with me: Trish O'Duffy and Carol Bryant.

Debbie Smith

Finance Audit and Risk Committee Report



The work of the Committee focused on improving the financial reports provided to the NHT Board and in managing the tight budget of the organisation. The Committee also worked on reviewing the organisations fraud and corruption prevention policy and processes. These improvements were made after re-examining the risks associated with our organisation which were radically altered after the COVID experience on many NGOs. I would like to acknowledge the other members of the committee: Melinda Reed and Simon Douglas as well as the work of our Finance Officer Rachel Watson. We have recently appointed Caroline Bentley to provide Financial Services to NHT and look forward to working with her in the future.

Gary Barnes

NHT Outcomes

546

contacts were made with Houses, the Network and other organisations over a two week period



9



surveys were conducted by NHT



72%

of staff time used was directly with Houses

NHT has attended

17

Regional meetings



Communications consisted of



41 email campaigns to the network (Mailchimp)

NHT updates



Letters to Friends

ZOOM sessions in this financial year

NHT Annual Network Survey Overview

30%

are very satisfied with face-to-face interactions at your House



45%

are satisfied with accessing resources from the NHT website



65%

are likely to recommend NHT to others for assistance



Advice and support were very helpful



Invaluable support and advocacy through COVID-19 – providing and sharing information



83%

said team members in their House have been an important partner this year



NHT Stakeholder Survey Overview

A survey of key stakeholders in the network in July.

67%

report a very positive or somewhat positive experience working with NHT



50%

rate our reputation in the community sector as being very positive



Look forward to working with NHT in the future as it has been positive in the past, though disrupted by COVID-19.

33%

agree that NHT is very effective in representing and advocating for the Houses in our network





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