



ANNUAL REPORT 2023/2024

 Awards

2022
WINNER

**Not for profit –
Community Impact**
Presented by Spotless

Learning

Information

Friendship

Empowerment



Who we are

The Eaglehawk Community House (ECH) has been serving our community and beyond for nearly four decades, offering a unique and welcoming environment that is safe and inclusive. Programs aim to reduce isolation and loneliness by providing low-cost or no-cost social activities that encourage the development of self-help skills.

ECH takes a comprehensive approach to community involvement, welcoming people of all ages, abilities, religions, and cultures. ECH is also a disability-friendly facility, providing special access to those with limited mobility. Many people consider the Eaglehawk Community House their “home away from home,” and take great pride in serving as a hub of connection and support for the community.

The Community House offers a variety of daily activities such as food and meal preparation, cooking, packaging, labelling, and storing items for distribution, hamper assembly, magazine development and distribution, gardening and grounds maintenance, craft activities, administration, cleaning, and emergency food relief.

In addition, the ECH offers assistance to citizens to receive the power-saving bonus and professional services such as free child car seat safety checks, financial counselling, psychology, and advocacy. Furthermore, external facilitators hold classes such as Tai Chi, yoga, meditation, basic computer learning, and singing sessions.





Chairperson Report

This has been another good year for Eaglehawk Community House. Among other things we participated in The Dahlia And Arts Festival and The Children's Festival. As well as being involved in multi cultural activities such as dinners. In July Tracey attended a Civic Reception at The Bendigo Art Gallery to welcome The Indian ambassador. As well the regular events such as The Community Lunches and Art classes continued with good attendances.

With the ever rising cost of living the demand for food relief has continued to grow and each week several families depend on us to provide food for them. We thank Food Bank and FoodShare for helping us with the distribution of this food every week.

Other Community involvement included helping with The Winter Night Shelter and The Be Well Connected Expo. Also we provided assistance for people who needed help in claiming The Power Saving Electricity Bonus. We also continued with the Safe Seats program.

Improvements to the House included new ovens and a dishwasher. As well maintenance work was necessary to repair broken pipes and the leaky roof.

We are very grateful for the support we have received from Lisa Chester's and the City Council.

Finally I would like to thank all staff, volunteers and the other members of The Committee Of Management for their help and support during the year.

John Watson

Board Chairperson
Eaglehawk Community House



Centre Managers Report

I love this time of year when we share our achievements after another very productive and successful year.

Congratulations to all ECH connections – our community value report for 2023 registered more than -:

\$3,791 million dollars

equivalent in support and services to our citizens and community. This figure encompasses 35,332 connections for Community Lunch; Pantry Bingo; Food Assistance; Fruit Box families reaching out for fruit and vegetables; our Community Christmas Party; the Eaglehawk Children's Festival and of course approx. 2500 visitors to our newly titled 'Festival of Friendships' with our traditional Festival including food trucks, live entertainment, the little Ferris wheel for younger kids and other favourite inflatables and rides, art & craft market stalls, and great coffee all delivered in the event space of Canterbury Park Gardens.

And with the securing of funding largely through the Multicultural Events & Festivals Program we were able to build on this beautiful Festival developing a free multicultural community event sharing cultural foods, song, dance and music, cultural activities and stunning traditional dress. And with the weather being a glorious 26 degrees this year, there certainly was something for everyone at this year's Dahlia & Arts Festival. A very big thankyou to our Indian, Filipino, African, New Zealand, First Nations and Aussie partners for helping to make this event so successful.

Other highlights this past year include our ECH Community Christmas Party with funding secured through the COGB Community Christmas grants program. Together we worked with our partners Toyworld Bendigo, Southern Cross Network, the Eaglehawk CFA and we cannot thank them all enough for their generous support and assistance. Additionally, we collaborated with our sister Neighbourhood Houses in the Greater Bendigo region offering the same partnership with Bendigo Toyworld ensuring that through all our networks we could reach an even greater volume of families including children of all ages, seniors, people with disability and aiming to reach larger numbers from our marginalized communities including those new to Bendigo.

The ECH has continued to deliver our regular programs such as art and craft classes each week, meditation, gardening, Food Relief, Tai Chi, morning tea's and a weekly Community lunch. Our Teams have been very busy preparing produce, cooking, packaging and coordinating our Meals Program providing almost another 1000 home cooked, healthy meals home delivered to some of our most vulnerable citizens. This year, we are thankful to have such a strong partnership with the Kangaroo Flat Community House which has allowed us to offer pre-accredited Hospitality inc Barista training and Digital Literature Essentials and Work Ready classes to assist people to learn and/or improve on their knowledge and skills in this area. We have supported another twelve (12) Bendigo TAFE students to complete their Diploma in Community Service, assisting in moving them one step closer to their chosen careers and towards paid employment. And we are very thankful to have supported more than 1356 volunteers providing activities, friendly connection, sharing a meal, working together as a Team to deliver the much-needed programs we have to offer to our Community.

There is one very special partnership I would like to specifically mention and that is our growing connection with the Indian Association of Bendigo (IAB). We thank members of the IAB for supporting the ECH and our citizens throughout the Christmas and New Year period by volunteering

to deliver Food Assistance for those who need support and when it's needed the most. This enabled our hard working staff and volunteers to enjoy a much needed break during this time of year.

Our partnership has led to many special occasions over the past year including invitations to the spectacular Holi Festival, a Children's Diwali Mela Festival (or children's Christmas celebrations) delivered from the ECH connecting with around 300 visitors. And very privileged occasions such as afternoon tea with the consul General of India Dr Sushil Kumar. And our Festival of Friendships deserves a special mention again as it truly was a wonderful Festival connecting people with cultures.

Throughout 2023-24, we have also hosted the Victorian Multicultural Commission on two occasions for dinner and the Regional Advisory Committee (RAC) meetings and this commitment continuing into the latter part of 2024. Members of the RAC have commented that they feel so comfortable coming to the ECH. Mission accomplished..!!

We have worked closely with the Victorian Government and Jacinta Allan MP, partners, funders and other connections making a significant impact advocating with NHVic on behalf of Victoria's Houses who provide aid in the Food Relief space, assisting in securing \$2.5 million dollars in this current years State budget. We sincerely thank our partners Bendigo Foodshare and Foodbank Victoria for their ongoing support throughout the year

Further State and Federal Government collaborations include supporting the new Lisa Chesters MP advertising campaign being shown throughout the Bendigo Cinemas. We also welcomed Lisa and her crew for Community lunch last August. Additional media included Lisa's Volunteer Grants presentation and both Lisa's and Premier Jacinta's budget announcement's of support towards the cost of living crisis mid year.

We built on our partnership with NHVic again offering the Safe Seats Safe Kids program providing free car seat safety checks throughout the year and we were very busy with the launch of the next round of Power Saving Bonus funding available to households to assist with the cost of living crisis.

I was also very pleased to represent our region on the RANCH Committee for the past two years as President. This has been one of my most fulfilling roles to date and I was thrilled to be part of the subcommittee to appoint Kaz Williams to the role of Network Manager. There is also serious discussion considering adopting a 12 month pilot of the NHVic Network Management model to provide a greater level of support to the Network Manager role. This has added further stability to RANCH as an organization and I look very forward to witnessing the future now I have stepped down.

There has been more than usual reporting and governance requirements this past year with our Model Rules needing to be updated in line with new Consumer Affairs obligations for full compliance. Additionally, was the updating of the sector Enterprise Bargaining Agreement which the ECH has now adopted.

Our partnership with the City of Greater Bendigo continues to grow with connections through Yo Bendigo; attendance along with other Greater Bendigo Houses and RANCH at the 'Be Well Be Connected' Expo hosted by the City, along with Food Relief and Volunteering consultations, surveys and discussions. We also thank the COGB for awarding the ECH funding to purchase and install a brand new dishwasher, 2x ovens, washing machine and clothes dryer this year replacing appliances that had certainly provided many, many hours of hassle free usage, further assisting our community House and citizens by providing essential facilities that matter, when it matters.

At the RANCH Forum held on Tuesday 23rd April 2024 at the Capital Theatre, the Forum largely focused on Cultural Competency Awareness with a presentation by Loddon Campaspe Multicultural Services and networking opportunities with many likeminded organizations sharing their services and how they support their target groups.

And another very important project about to be launched is developing our new website through KGMG Creative Agency.

A huge congratulations to all connections of the Eaglehawk Community House.

I wish to sincerely thank all our incredible partners, valued volunteers for all your support, assistance and hard work throughout the year; our Committee of Management for your support at meetings and assisting with House activities and odd jobs to keep us functioning, safe and continuing the regular support our citizens deserve. I sincerely thank our key staff Rochelle, Sabine, Mel, Ally and Rose for all your great work – you truly are all a fabulous team and we would not be where we are without you. I sincerely thank you all and look very forward to a happy, calm and successful 2025.

Tracey Moss

Centre Manager
Eaglehawk Community House



Eaglehawk Community House Inc

Real Impact. Real Value.

INCOME \$205,100

VALUE \$3,791,393

This figure includes the value of:

Improved quality of life through social connection:
\$750,244

Volunteer contributions: **\$586,396**

Emergency relief provided: **\$2,352,894**

Services provided: **\$101,859**

Emergency relief value includes:

- Food and groceries: **\$2,267,694**
 - Clothing: **\$24,000**
- Personal care & hygiene items: **\$60,000**
 - Emergency accomodation: **\$1,200**

Services value includes:

- Computer/internet usage: **\$192**
- Facilities use or hire: **\$7,800**
 - Résumé assistance: **\$360**
- Auspicing other organisations: **\$632**
- Community lunch, frozen or other meals: **\$69,600**
- Fee for service activities: **\$1,525**
- Power Saving Bonus: **\$21,750**

This community value equates to:

\$18.49 for every \$1 of income

\$39.78 for every \$1
of Neighbourhood House Coordination Program
funding

Over **\$1,918.72** for every hour the
neighbourhood house is in use

Employment value

2.6 FTE jobs

including 1.8 direct and 0.7 indirect
Full Time Equivalent positions



These values are produced by Neighbourhood Houses Victoria based on data provided by Eaglehawk Community House Inc in the 2023 Neighbourhood Houses Survey. Only a limited range of activities where a determinable valuation method exists are included.

Just some of the value to communities from selected
Neighbourhood House activities

Basis of calculation

Finance Report

Eaglehawk Community House (ECH) has been busy again this year – continuing to assist our community.

Department of Families, Fairness & Housing (DFFH) and City of Greater Bendigo (CoGB) continue to provide us with our main source of income, allowing us to support our community – providing us with 67% of our income for the 2023-24 year.

Approximately 13% of the funding provided to us from other organisations – with the other 20% of our income from House driven activities and donations.

ECH has recorded a loss this fiscal year, mostly due to not reaching our expected income, with grants being difficult to obtain.

We also joined up with the Portable Long Service Leave Authority scheme – which meant we had to provide them with payments backdating to July 2019, along with the current year payments – additional expenditure that hadn't been budgeted for.

Our continued food relief assistance continues to put a strain on our budget, with no incoming money to support this much needed community project - this program will be revised and amended during this financial year.

Our forecasted budget shows we will continue to improve financially in 2024/25, with some changes being made in regards to our Food programs to give us additional income – allowing us to continue delivering food, programs, activities and services to our community.

Our Balance Sheet shows we are continuing to build a strong financial standing, and the forecasted budget indicates that we will continue to improve and grow, putting us in a better financial position.

Summary	\$
Total income	182,143
Total expense	205,243
<i>Net loss for 2023-2024 (23,102)</i>	

Total cash in bank 70,200 Accounts receivable 556

Total assets	154,982
Total Liabilities	46,723
<i>Total equity</i>	<i>108,259</i>

Just to note in regard to the Balance Sheet and Profit & Loss, the Financial review is yet to be completed and is currently in the hands of NHVic. Financial reports to be tabled for approval when available.

Ally Murphy

Finance Administrator
Eaglehawk Community House



Profit and Loss

Eaglehawk Community House Inc For the year ended 30 June 2024

2024

Trading Income

Cafe/Catering Income	2,184.54
COGB Large Grant	25,000.00
COGB - Medium Grant	7,665.00
DHHS - Salary and Wages Funding	96,889.00
Donations	17,054.68
Fundraising	10,237.55
Grants from Other Sources	16,000.00
Hire of Rooms and Facilities	229.09
Interest	1,091.22
Membership Fees	32.29
Partnership Activity	1,422.87
Programs Income	2,243.87
Sponsorship	2,090.92
Total Trading Income	182,141.03

Gross Profit

182,141.03

Operating Expenses

Accounting/Bookkeeping Expenses	560.00
Activities Expenditure	11,446.96
Advertising & Marketing	1,878.13
Bank Fees	194.90
Cafe/Catering Expenses	655.89
Committee of Management Expenses	541.71
Communication Phone and Internet Expenses	2,038.43
Consumables/Cleaning	8,398.64
Fees, Permits & Subscriptions	2,272.27
Food Relief	3,493.50
Fundraising Expenditure	7,013.23
Health & Safety	8,442.14
House and Ground Repairs & Maintenance	1,140.00
House and Grounds Improvements - ECH Funding	73.60
Insurance - Workcover	2,012.20
Inventory Items	2,749.09
Long Service Leave expense	8,114.85
Miscellaneous Expenses	873.07
Office Printing and Stationery	1,717.85
Partnership Activity Expenses	2,108.86
Programs Expenditure	773.90
Rates	811.20
Salaries and Wages	123,338.85

2024

Superannuation	13,274.13
Training & Development	754.56
Volunteer Expenses	565.05
Total Operating Expenses	205,243.01

Net Profit	(23,101.98)
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Balance Sheet

Eaglehawk Community House Inc As at 30 June 2024

30 JUNE 2024

Assets

Bank

Debit Card Account	384.81
ECH Trust Account	135.73
Operating Account	38,639.61
Term Deposit	31,040.22
Total Bank	70,200.37

Current Assets

Accounts Receivable	555.90
Total Current Assets	555.90

Non-current Assets

House and Grounds Improvements	84,224.77
Total Non-current Assets	84,224.77

Total Assets 154,981.04

Liabilities

Current Liabilities

GST	(1,584.96)
PAYG Withholdings Payable	39,204.33
Superannuation Payable	2,969.64
Wages Payable	(175.25)
Total Current Liabilities	40,413.76

Non-current Liabilities

Provision for Leave Entitlements	6,309.56
Total Non-current Liabilities	6,309.56

Total Liabilities 46,723.32

Net Assets 108,257.72

Equity

Current Year Earnings	(23,101.98)
Retained Earnings	131,359.70
Total Equity	108,257.72

Our Team

2023/2024 Staff

Tracey Moss - Centre Manager
Rochelle Boston - Community Projects
Sabine Young - Daily Facilitator
Mel Baker - Administration
Ally Murphy - Bookkeeper
Rose Jamieson - Communications

2023/2024 Volunteers

Ally Murphy
Ash Baker
Catherine Parry
Christian Cadzow
Cindy McGregor
Dehne Johnson
Joan Evans
Marg Bannan
Mark Kernaghan
Mel Baker
Melissa Regan
Norm Gray
Olivia Harris
Ray Miles
Rhonda Carboon
Sabine Young
Samantha Cooper
Tom Stewart

2023/2024 Facilitators

Leonie Summersgill
Sarah Hilton
Shiralee Bothe
Will Tainsh

2023/2024 Placements

Annie Wan Ye
Karissa Perkins
Roesha Willis
Thi Ngoc Minh Le
Thi Thu Thao Nguyen

2023/2024 Committee of Management

John Watson - President
Sabine Young - Secretary/Community Member
Don Goodman - Disability Advisor
Ross Wood - Community Member

Life Members

Alyson Murphy
Ash Baker
David Wright
Denise Wilson
Don Goodman
John Watson
Marg Bannan
Mel Baker
Robyn Ruggles



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Sponsors and Supporters

Each year, the Eaglehawk Community House receives support from various partners, sponsors, and supporters who contribute to the delivery of many activities. We are immensely grateful for their generosity and the diverse ways they help us. We wish to extend Our heartfelt thanks to:

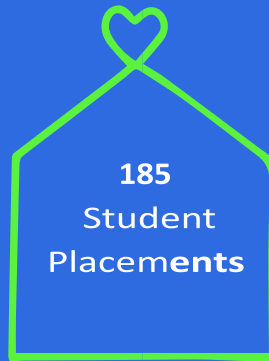
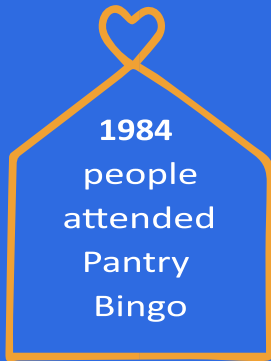
Department of Health and Human Services
Neighbourhood Houses Victoria
City of Greater Bendigo
Y Victoria
J + K Law
Bendigo FoodShare
FoodBank Victoria
Fosterville Gold
Bendigo TAFE
Department of Justice
Toyworld Bendigo
Rotary Club of Eaglehawk
Eaglehawk Children's Festival
Kiwanis Bendigo
Family Hub
Lisa Chesters MP
Jacinta Allan MP
Mayor Andrea Metcalf
Councillor David Fagg
Councillor Julie Sloan
Eaglehawk Community Network
The Borough Club
RANCH – Regional Association of
Neighbourhood
& Community Houses
Bendigo Family Financial Services
Commonwealth Bank Eaglehawk
Bendigo Volunteer Resource Centre

Fairleys Supa IGA
Dahlia and Arts Festival Eaglehawk Lions Club
Empowering Eaglehawk
Epsom Bunnings
Neighbourhood/Community Houses
Neighbourhood Houses Community of
Practice-
Long Gully Neighbourhood Centre
Bendigo Neighbourhood Hub
Kangaroo Flat Community Centre
Marong Neighbourhood House
Heathcote Community House
Bendigo Community Health Services
McKern Steel
One Way Gathering Our Muslim Community
Friends
Bendigo Indian Community
Bendigo Philipino Community
Neighbourhood Watch
Peter Krenz Leisure Centre
Haven Home Safe
Needles and Threads
Ken McDonald Cleaning
Gianna Centre
ASURIA AST – Access Skills Training Partners
in Training Australia Eaglehawk
Secondary College
CWCC Training

Win News
Bendigo Advertiser
Bendigo Weekly
Phoenix FM
ABC Media
Remembrance Parks Central Victoria
Eaglehawk UFS Dispensary
St Vincent De Paul
Anglicare Victoria
Learn Local
Omari Bendigo
Two Greys Cafe

Tip Top Bakeries
Dyson Group
Country Hearing Care Eaglehawk
Vital Communities Bendigo
StreetSmart
Australia Post
VicHealth

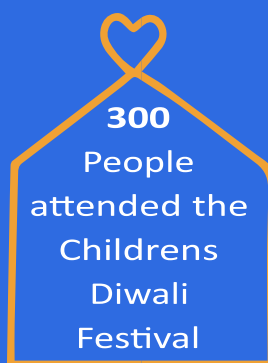




In 2023/24, Eaglehawk Community House has assisted and connected with more than...

35,000 people
from all walks of life

We have done this through community meals, events, meetings, programs and many more!





Festival of Friendships

Since Eaglehawk Community House undertook the significant responsibility of organising the Dahlia & Arts Gala Fair—now rebranded as the Festival of Friendships—it has blossomed into one of the House’s largest and most successful fundraising initiatives. The long-standing Dahlia & Arts Festival has consistently attracted visitors and families, becoming the most anticipated annual event on the Eaglehawk calendar. Traditionally, it draws in over 5,000 attendees, highlighting its prominence in the community.

This year’s festival was particularly triumphant, benefiting from beautiful weather and notably higher visitor turnout throughout the day. We take immense pride in having collaborated with like-minded community groups and local businesses to bring this event to life for our community.

The 2024 Festival placed a strong emphasis on inclusion and diversity, welcoming various community and multicultural organisations and performers for the first time. This focus on promoting cross-cultural awareness created a positive ripple effect throughout the community, serving as a valuable platform for connection. It fostered engagement and strengthened community ties among all participants in this dynamic celebration.



The funds generated from the Festival of Friendships are reinvested into our community, supporting future festivals and activities designed for children and families to enjoy. Additionally, they contribute to essential community programs such as food relief efforts and emergency assistance for local families, along with initiatives aimed at empowerment and community development. This ensures that the positive impact of the festival extends far beyond the event itself, enriching the lives of those in our community year-round.

City of Greater Bendigo - Medium Grant



Thanks to grant funding from the City of Greater Bendigo, we have successfully upgraded several essential major appliances that are crucial for our operations. This includes the installation of state-of-the-art ovens, a high-efficiency dishwasher, a reliable washing machine, and a durable dryer. With these new additions, we are now better equipped to meet the needs of the community we serve. Not only will this improved equipment enhance our overall efficiency, but it will also allow us to provide more effective support and services to those who rely on us.



Hospitality & Cafe Essentials Training

Providing Hospitality & Café Essentials Training in our registered kitchen has emerged as one of the most rewarding experiences of 2024. Throughout the course, students engage in comprehensive training that covers essential aspects of kitchen operations, including the fundamental principles of food safety, proper hygiene practices, and the art of meal preparation and development.

Each session is designed to be both informative and practical, allowing students to apply what they've learned in a hands-on environment. We've seen remarkable growth in their culinary skills, from basic chopping techniques to more complex cooking methods.

Additionally, the training emphasizes the importance of teamwork and communication in a kitchen setting, preparing students not only for the technical demands of the food industry but also for working collaboratively under pressure. It has been incredibly gratifying to witness the students' confidence blossom as they navigate different tasks, experiment with flavours, and take on new challenges each week. This journey equips them with valuable competencies that set them on the path toward future employment or further academic pursuits in the hospitality field.



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EAGLEHAWK COMMUNITY HOUSE INC. ANNUAL GENERAL MEETING 2022/2023

Tuesday 31st October 2023

Meeting Commenced: 11.00am



1. WELCOME

Tracey opened AGM. Everyone was welcomed. Committee and Volunteers were all thanked.

2. PRESENT

Tracey Moss, Sabine Young, Mel Baker, Denise Wilson, Joan Evans, Sharon Kurzke, Pauline Davey, John Watson, Don Goodman, Abhishek Awasthi, Anima Awasthi, Cr Joan Sloan, Mayor Andrea Metcalfe, Cr Jennifer Alden, Ash Baker, Cindy McGregor, Roesha Willis, Rhonda Carboon, Catherine Parry

3. APOLOGIES

Rochelle Boston, David Wright, Cr Matthew Evans, Cr Rod Fyffe, Cr Greg Penna, Cr Dave Fagg, Karen Williams (RANCH Network Manager), Ally Murphy, Rebecca Maes, Ross Wood, Rose Jamieson, Ray Miles, Mar Bannan, Chloe Furness, Brendan Furness, Shiralee Bothe, Melissa Regan, Karissa Perkins

Mayor Andrea Metcalfe read out the acknowledgement of country.

4. MINUTES OF 2022/2023 ANNUAL GENERAL MEETING

MOTION: As the Minutes of the previous AGM have been circulated it is moved and were accepted as true and correct.

Moved: Mel Baker

Seconded: Sabine Young

Motion: All in Favour: Carried

5. ORDINARY BUSINESS

a) REPORTS

President Report

John Watson presented the Presidents Report

Financial Report

Sabine Young presented the financial reports.

Centre Managers Report

Tracey thanked all the ECH team for their hard work over the last 12months. Tracey read out and presented her Centre Managers Report.

MOTION: All reports for The Eaglehawk Community House 2021/2022 as presented be accepted and approved

Moved: Don Goodman

Seconded: Denise Wilson

Motion: Carried

b) ANNUAL MEMBERSHIP FEE

MOTION: All in favour for ECH Membership fee to stay at \$5

c) ELECTION OF OFFICE BEARERS

As nominations presented for the 2023/2024 Committee of Management did not exceed the positions available an election was not required resulting in the following being declared as office bearers:

President	John Watson
Vice President	TBC
Secretary	Sabine Young
Treasurer	TBC

Election of Ordinary Members

Don Goodman

Ross Wood

Rebecca Maes

6. Appointment of Honorary Solicitor

Kim Packer has been appointed as the solicitor for ECH

Moved: Cindy McGregor

Seconded: Sabine Young

Motion: Carried

7. Appointment of Honorary Auditor

Neighbourhood Houses Victoria has been appointed as the auditor for ECH

8. Moved: Don Goodman

Seconded: Denise Wilson

Motion: Carried

9. GUEST SPEAKERS

Tracey introduced Abhishek from the Indian Community. Abhishek spoke about how he first got involved within ECH and how he didn't know much about Neighbourhood Houses. Abhishek was talking about the festivals the Indian Community involved in eg, Holi Festival

Tracey then introduced Mayor Andrea who thanked Tracey, Sabine and John for the reports she also thanked Abhishek. Mayor Andrea loves receiving our newsletter, finally she wished ECH and the Committee all the very best

Meeting closed 12.00noon

