



North Dandenong
Neighbourhood House

NORTH DANDENONG NEIGHBOURHOOD HOUSE



2022-23 ANNUAL REPORT

ABOUT US

North Dandenong Neighbourhood House (NDNH) was established in October 2019 under an auspice agreement with Springvale Neighbourhood House Incorporated.

Since 2019, the house continues to provide social and learning opportunities for the community at the council owned venue on Menzies Avenue in North Dandenong.

At NDNH, our mission is to provide a safe, inclusive, and supportive environment where community members can access resources, build connections, and develop skills to enhance their quality of life. Our programs have been expanded throughout 2022-23 to better meet the evolving needs of our community.



FROM THE MANAGER

Melanie Virtue

This year, our manager, Kelly Cooper, resigned in March after guiding North Dandenong Neighbourhood House through the pandemic lockdowns and gradual reopening to the community.

I took on the role in April as I am also manager of Springvale Neighbourhood House which auspices North Dandenong Neighbourhood House. Since then, I have worked with our Coordinator, Golsum Ramezani to increase the number of residents and community groups joining our activities, programs and groups.

Golsum has made great connections within the community and with local and government organisations. This has enabled us to offer residents a walk-in information & referral service, onsite appointments with Centrelink, invitations to FoodBank food distribution events, and more onsite activities including sewing, yoga, English and computer classes. She is a tireless worker for the community and a great community connector.

We acknowledge the support of the Victorian Government, Department Family, Fairness and Housing and City of Greater Dandenong for funding this centre and supporting its development and we look forward to continuing to grow this centre and the programs for this community.

FROM THE COORDINATOR

Golsum Ramezani

Over the year our organisation has continued to make significant strides in fulfilling our mission of empowering our community members and fostering a sense of belonging. Despite the unique challenges presented by the year, our dedicated team, resilient community and steadfast volunteers have allowed us to achieve remarkable outcomes.

We are now please to offer many different programs such as English for Sewing, Yoga, Skills for Citizenship, Dari to English and Be-Connected classes. Our social groups who meet on a weekly basis are, Afghan Senior's Group, Women's Friendship Café, Arabic Women Senior's Group, Afghan Lajaward Carer's Group and Baha'i Neighbourhood Children's Group.

Each week, we serve over 150 people at NDNH in addition to individual clients that we assist each day. We have been working and developing programs and services that are low or no cost due to the low-socio-economic community that we support.

Our impact on the community remains at the heart of our work. We are proud to report that we have a new group called the Hazara Carer's group. Many Hazara women desperately need a safe space to socialise. They were not welcomed into other groups due to cultural ethnicity barriers - we were able to successfully support the leader to establish a group who now meet weekly. As the coordinator of North Dandenong Neighbourhood House, I enjoy seeing this group grow each week and help support many members of the community.



THE FINANCE

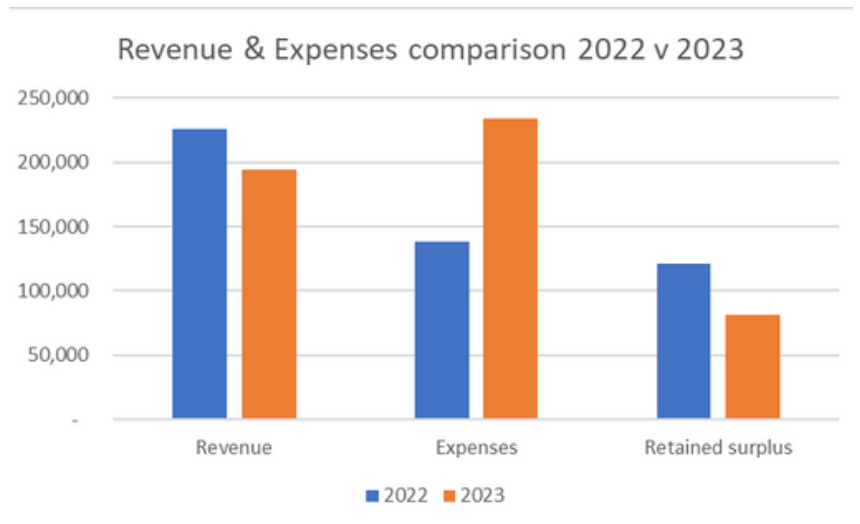
North Dandenong Neighbourhood House's accounts have been managed through the auspice agreement with Springvale Neighbourhood House Inc and audited by Charterhouse & Co Auditors Pty Ltd.

North Dandenong Neighbourhood House is in a positive financial position of \$81K at the end of the financial year. Revenue was mainly funding from the City of Greater Dandenong and the Department of Family, Fairness and Housing.

With the opening of the Centre for face-to-face activities post-Covid, the administration and operational expenses almost doubled and there was an increase in the cost of community engagement activities and educational programs.

The venue hire took up 54% of the funding provided by the City of Greater Dandenong and is 20% of the total expenses for the year. And, together with the consultancy fees paid for the preparation of a funding proposal to the Council, the overall expenses were 69% higher compared to last year.

In 2023, North Dandenong Neighbourhood House had a deficit of \$39K which brought down the retained surplus to \$81K.



81K
EQUITY

HIGHLIGHTS

168
people visit
every
week

6720
people use
services
annually

\$24,250
Power saving
bonus apps.



Great opportunity to meet the wonderful deputy Mayor Cr Lana Formoso to chat about all the different programs that we have in the centre to support our community in North Dandenong.



Many of the residents in North Dandenong are senior citizens and have difficulty accessing government services such as Centrelink, MyGov or Medicare for their appointments. We organised a Centrelink representative to be present on site fortnightly to assist our most vulnerable and disadvantaged residents speak to Centrelink easily to resolve their issues.



Advocating for an Afghan refugee whose visa was revoked and who feared being deported back home. We advocated for this client and obtained a lawyer for her through Refugee Legal to support the client and grant her permanent residency visa shortly after!



Inviting Cr Julian Hill to speak at NDNH was one of the most significant events we have had. The presence of Cr Julian Hill provided the locals the chance to meet with their local members of the Parliament and voice their concerns.



North Dandenong Neighbourhood House

Real Impact. Real Value.

INCOME \$225,000

VALUE \$1,156,974

This figure includes the value of:

Improved quality of life through social connection:

\$241,568

Volunteer contributions: **\$901,555**

Emergency relief provided: **\$481**

Services provided: **\$13,370**

Emergency relief value includes:

- Food and groceries: **\$481**

Services value includes:

- Computer/internet usage: **\$120**
- Power Saving Bonus: **\$13,250**

This community value equates to:

\$5.14 for every \$1 of income

\$12.75 for every \$1

of Neighbourhood House Coordination Program
funding

Over **\$872.53** for every hour the neighbourhood
house is in use

Employment value

2.3 FTE jobs

including 1.7 direct and 0.6 indirect
Full Time Equivalent positions



These values are produced by Neighbourhood Houses Victoria based on data provided by North Dandenong Neighbourhood House in the 2022 Neighbourhood Houses Survey. Only a limited range of activities where a determinable valuation method exists are included.

PROJECTS & PARTNERSHIPS

1. **Climate Resilience Project with Springvale Neighbourhood House, Jesuit Social Services Centre for Just Places and City of Greater Dandenong** – working with community leaders to build awareness about climate risk and to identify how we can better prepare for more frequent and extreme weather, within our organisation and wider community.
2. **Partnering with the City of Greater Dandenong** on a sustainability and waste management educational sessions to develop learning materials for CALD communities.
3. Coordinating and interpreting a wide range of health and well-being information sessions for groups held at NDNH.
4. **Working together with ECCV** to further the centre's understanding surrounding issues that are commonly faced in the ageing population, how to identify and address in a culturally sensitive manner.

Last but not least, I would like to extend my thanks to our dedicated community leaders, volunteers, students on placement and staff for their continued support of our organization.

Golsum Ramezani - Coordinator
Laxmi Gupta, Be-Connected Tutor
Kerrie Stephenson - English & Numeracy Tutor
Stephanie Wickramaarachchi - Citizenship Tutor
Mirna El-Sukkari - Yoga Teacher
Salma Ahmadi - Friendship Cafe Coordinator
Zurheh Isaqdatgar - Sewing Tutor
Ann Pathmasiri - Admin/Finance Coordinator
Ali Aziz - IT/Project Officer

Randa Abboud - Community Leader, Arabic Women Seniors Group
Gulghotai Bezhani - Community Leader Afghan Seniors Group
Amenah Ahmadi - Community Leader Lajaward Carers Group
Sonia Navidi - Baha'i Group Leader
Sayedah Amaneh Naseri - Volunteer
Marzia Haideri - Volunteer
Wahida Mohammadi - Volunteer
Raihana Naseri - Volunteer
Kerry Foladkar - Volunteer
Tahereh Ghaeni - Volunteer
Zuhra Hazeq - Volunteer
Mina Miakhail - Volunteer
Zakia Khedri - Volunteer

Alina Razi – Social Work Student
Tinh Lee – Community Services Student
Richard Nguyen – Community Services Student
Ayen Anyieth – Social Work Student
Mansoureh Taiebee – Community Services Student



CENTRE TIMETABLE

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY		
Sewing Class beginner drafting & sewing 10 am - 12 noon	Yoga class 9.30 to 11am	Womens Friendship Cafe 10am to 12 noon	Arabic Senior Group 10.30 am to 1.30 pm		English for Beginner class 9.30am to 12.30pm	Dari to English class 10am to 12noon
	Afghan Senior Group 11.30am to 2.30pm					
Bahá'í Children's Group 4pm to 5pm	Chat & Help drop-in assistance for local residents 3 to 5pm					

Other services available on-site

Dandenong Library outreach - English & Afghan language books for borrowing
 FoodBank sessions will commence from July 2023 (every 6 weeks until end of 2023)

