



# ANNUAL REPORT 2023



Volunteers and staff participated in Accidental Counsellor training, August 2023.

Warragul Community House Inc.

A: 138 Normanby Street, Warragul 3820

P: 03 5623 6032

E: [coordinator@wchouse.org.au](mailto:coordinator@wchouse.org.au)

W: [www.warragulcommunityhouse.org.au](http://www.warragulcommunityhouse.org.au)

Inc. no. A0004997Z.

ABN: 42 206 227 757 138



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<p><b>6</b></p>	<p><b>Elections</b></p> <p>As their terms of Office have expired, the following Committee of governance Members standing down at the 2024 AGM are:</p> <ul style="list-style-type: none"> <li>- Diane Carson, Kath Stephenson, Sunil Bhatt, Teresa Mitchell, Farhat Firdous.</li> </ul> <p>Nominations for vacant positions on the Warragul Community House Committee of Governance were called for and closed at 4.00pm Tuesday 14<sup>th</sup> May 2024.</p> <p>Nominations for membership of the Committee of Governance were received from:</p> <ul style="list-style-type: none"> <li>- Diane Carson, Sunil Bhatt, Michael Royce, Nick Rainbow.</li> </ul> <p>Motion: that the nominations from Diane Carson, Sunil Bhatt, Michael Royce and Nick Rainbow be accepted.</p> <p>Moved: _____ Seconded _____ Passed / not passed</p> <p>Motion: that a formal expression of gratitude be recorded to outgoing members Teresa Mitchell, Farhat Firdous and Kath Stephenson for their contribution to the WCH Committee of Governance over a number of years.</p> <p>Moved: _____ Seconded _____ Passed / Not Passed</p>
<p><b>7</b></p>	<p><b>Executive Election Nomination:</b></p> <p>The position of President is held by Jessica O’Donnell 2022 – 2024, therefore no nominations were called for.</p> <p>The position of Treasurer is held by Robert Ballingall 2022 – 2024, therefore no nominations were called for.</p> <p>7.1 Nominations for the position of Vice President were called for and no nominations were received by the closing date of 21<sup>st</sup> May 2024.</p> <p>7.2 Nominations for the position of Secretary were called for and no nominations were received by the closing date of 21<sup>st</sup> May 2024.</p> <p><b>Motion:</b> That the positions of Vice President and Secretary be discussed at the first meeting of the new committee.</p> <p>Moved: _____ Seconded: _____ Passed / Not Passed</p>
<p><b>8</b></p>	<p><b>Guest Speaker: Barry Rogers</b></p> <p>Co-Chair of Gippsland Youth Spaces, Chair of Food and Fibre Gippsland, Board member, Baw Baw Latrobe LLEN, Council member, Warragul Regional College Council.</p> <p style="text-align: center;"><b>‘Engaging with Young People in Gippsland’</b></p> <p style="text-align: center;">Presentation of a gift to Barry</p>
	<p><b>Meeting Closed:</b></p>
	<p><b>Minute taker name:</b></p>



# MINUTES of Annual General Meeting for 2022

## Warragul Community House

**DATE** Wednesday 24<sup>th</sup> May, 2023

**TIME** 7:00pm

**PLACE** Warragul Community House, 138 Normanby St, Warragul

ITEM	DESCRIPTION
1	<p><b>Welcome</b></p> <p>Chairperson Jessica O'Donnell gave the acknowledgement the traditional owners, the Kurnai people, the custodians of the land where we meet today and their elders past and present.</p>
2	<p><b>Attendance:</b></p> <p>Jessica O'Donnell, Diane Carson, Kate Gaffney, Robert Ballingall, Alicia Cameron, Rosemary Allica, Dawne Tisdale, Teresa Mitchell, Anthony Cunningham, Paul Strickland, Claudine Evans, Farhat Firdous, Kaye Woolfe.</p> <p><b>Apologies:</b></p> <p>Pat Dent, Cliff Dent, Anne-Marie McCabe, Corrie Mollard, Hannah Wardell, Danny Goss, Melissa Forlano, Teresa Akuer, Hedy and Peter Kirkbride, Rachel Angel, Kate Glover, Robin Raj, Sheena Jones.</p>
3	<p><b>Acceptance of Minutes of the previous Annual General Meeting</b></p> <p><b>Motion:</b> That the minutes of Annual General Meeting held 25 May 2022 be accepted.</p> <p>Moved: Diane Carson      Seconded: Teresa Mitchell      <b>Passed</b></p>
4	<p><b>Annual Reports 2022 to be presented</b></p> <p><b>Reports</b></p> <p><b>CHAIRPERSON: JESSICA O'DONNELL:</b> Jessica presented her report as published in the Annual Report.</p> <p><b>MANAGER: ROSEMARY ALLICA:</b> Rosemary presented her report as published in the Annual Report.</p> <p><b>TREASURER: ROBERT BALLINGALL:</b> Robert presented his report as published in the Annual Report.</p> <p><b>Questions:</b></p> <p>A question of clarification about the finances was asked and responded to by Treasurer Robert Ballingall.</p>

	<p><b>Motion:</b> That the Annual Report for 2022 as tabled at this Annual General meeting be accepted.</p> <p>Moved: Alicia Cameron                      Seconded: Kath Stephenson                      <b>Passed</b></p>
<b>5</b>	<p><b>Appointment of Auditor</b></p> <p><b>Motion:</b> That Patison &amp; Partners, Accountants and Advisors, Warragul, be appointed as Warragul Community House’s auditor for the next reporting period.</p> <p>Moved: Farhat Firdous                      Seconded: Dawne Tisdale                      <b>Passed</b></p>
<b>6</b>	<p><b>Elections</b></p> <p>As their terms of Office have expired, the following Committee of governance Members standing down at the 2023 AGM are:</p> <ul style="list-style-type: none"> <li>- Robert Ballingall, Jessica O’Donnell.</li> </ul> <p>Nominations for vacant positions on the Warragul Community House Committee of Governance were called for and closed at 4.00pm Friday 19<sup>th</sup> May 2023.</p> <p>Nominations for membership of the Committee of Governance were received from:</p> <ul style="list-style-type: none"> <li>- Jessica O’Donnell, Robert Ballingall, Darryl Brett.</li> </ul> <p><b>The Committee of Governance Members for 2023 are therefore declared to be:</b></p> <ul style="list-style-type: none"> <li>- Jessica O’Donnell, Diane Carson, Kath Stephenson, Sunil Bhatt, Teresa Mitchell, Farhat Firdous, Robert Ballingall and Darryl Brett.</li> </ul>
<b>7</b>	<p><b>Executive Election Nomination:</b></p> <p>The position of President is declared vacant.</p> <p>Nominations for the position of President were called for and closed on 19<sup>th</sup> May 2023.</p> <p>The positions of Vice President, Secretary and Treasurer will be appointed by the Committee at the first meeting of the new committee as per the Warragul Community House Constitution.</p> <p>7.1 Nominations for the position of President have been called for and one nomination has been received from Jessica O’Donnell.</p> <p><b>Motion:</b> That Jessica O’Donnell be nominated for the position of President</p> <p>Moved: Teresa Mitchell                      Seconded: Farhat Firdous                      <b>Passed</b></p> <p><b>Results of the Executive Election Nomination:</b></p> <p>Jessica O’Donnell is re-elected to the position of President</p>
<b>8</b>	<p><b>Guest Speaker: Kate Gaffney</b></p> <p>Associate Director Tennant Burnett Corporate Advisory and Member of Gippsland Regional Council of ACFE Board.</p>
	<p><b>Meeting Closed: 8.10pm</b></p>
	<p><b>Minute taker name:</b> Rosemary Allica</p>



# Chairperson's Report

## Jessica O'Donnell

Welcome to the Warragul Community House Annual General Meeting for 2023/2024.

It gives me great pleasure to extend a warm welcome to each and every one of you as we gather here today to reflect upon and celebrate the remarkable impact that WCH has continued to have on our community. I would like to extend a special welcome to the esteemed members of the WCH Committee of Governance, visitors, dedicated staff, passionate volunteers, exceptional tutors, inspiring group leaders, and all the valued participants attending our Annual General Meeting.

Throughout the past year, Warragul Community House has provided invaluable opportunities for social connection and personal growth to our community members. Our enrolments steadily increased, and our social groups and classes have thrived.



Allow me to highlight some of the key areas that received our focused attention during the year:

- Ensuring the solidity of our governance structure, which serves as a strong foundation for guiding WCH's overarching direction.
- Sustaining a diverse range of social groups, adult education programs, and lifestyle courses that cater to the varied interests and needs of our community members.
- Expanding our community support initiatives through impactful projects and engaging activities.

In 2023/24, we have continued to build on these efforts with several significant developments:

**Governance and Compliance:** We updated our constitution and lodged the new rules with Consumer Affairs Victoria and the Australian Charities and Not-for-profits Commission. This update ensures our governance framework remains robust and compliant with current regulations.

### Facilities:

- **Deck Stage 2:** We completed the installation of new outdoor blinds and security cameras, enhancing the usability and safety of our premises.
- **Soup Kitchen:** Our soup kitchen resumed operations, supported by a \$2,500 grant from Court Funds, which covers the cost of ingredients. This initiative continues to provide essential support to those experiencing food insecurity.

**Programs:**

- **Multicultural Friendship Group (Halo Halo Project):** This program, funded by a \$10,000 grant from Latrobe Community Health Service, aims to foster cultural inclusion and support new arrivals in our community.
- **Building Digital Communities:** With the support of a \$3,000 grant from the Good Things Foundation, we have been assisting community members with technology, partnering with local banks to extend our reach.
- **Learn Local Courses:** Our educational offerings have expanded, with new courses in AI and Indigenous Art, among others. These programs are designed to meet the evolving needs of our community and leverage local partnerships to enhance learning opportunities.

**Promotion and Marketing:** We received an Innovation Grant from ACFE to produce promotional videos for our Learn Local courses. These videos are being distributed to increase awareness and enrolment in our programs.

**Community Support:**

- **Food Relief Collaboration:** We established a community kitchen project with Food Relief, cooking and distributing soup weekly during winter, funded by a \$10,000 grant.
- **Indigenous Art Course:** In collaboration with local artists and organisations, we launched a course for Indigenous secondary students as part of the Deadly Daughters program, fully funded by Anglicare and Rotary.

Financially, WCH has maintained its viability, and our treasurer, Robert, will delve into the detailed financial status in his report. It gives me immense satisfaction to acknowledge that, despite the challenges posed by the post-pandemic era, Warragul Community House has remained a vibrant hub of activity, continuously working in positive ways to support and advocate for our beloved community.

I would like to express my heartfelt gratitude to the esteemed members of the Committee of Governance, our dedicated staff, tutors, and the more than 40 regular volunteers who consistently go above and beyond in their remarkable service to our community. Your tireless efforts have been instrumental in propelling Warragul Community House's success and impact.

Lastly, I would like to extend my sincere appreciation to each one of you for gracing us with your presence tonight and for your unwavering support of Warragul Community House. Your commitment to our shared vision is what enables us to continue making a tangible difference in the lives of individuals and families within our community.

**Jessica O'Donnell,**

**Chairperson.**

# Manager's Report

## Rosemary Allica

### Can you feel it in the air?

When you walk into Warragul Community House, it feels welcoming, warm and inclusive!

I'm delighted that our reputation is so positive and for that I thank the team of staff and volunteers for their dedication and caring of participants and visitors of Warragul Community House.

During the 2023 year, it was a pleasure to see our social groups, the Educational Pathways courses, the lifestyle classes and the community services we offer all grow and flourish!

Each week, it was wonderful to see the smiles on the faces of people coming into chat, to attend a program, to ask questions and to feel at home!



### Some highlights of 2023 included:

- WCH delivered more than 3500 hours under the Adult, Community and Further Education Learn Local classes across the course of the year meeting the needs of people wanting further training, those returning to the workforce and those renewing study habits. One of our new classes was 'Citizenship' which assisted 7 people to gain their citizenship status!
- Continued to build partnerships with other local organisations to offer relevant programs to the local community, including Flavorite Inc, which sponsored 20 employees to build their English language skills and their understanding of Australian culture.
- Continued to support the community in a range of ways including the soup cooking and donation provision of a bathroom, making laundry facilities available and a pantry shelf to bring and share.
- Supported approx. 40 regular volunteers through regular meetings and training including 'Accidental Counselling' Social Planet office software, first aid, health, and safety discussions.
- In November, we officially opened our lovely new enclosed deck with over 70 people attending. The deck is becoming a wonderful space to socialise, celebrate and enjoy activities.
- Welcomed approx. 65 people to join us in developing our understanding of food insecurity on 'World Food Day' in October.
- Invested in a large new portable screen, computer and camera / sound bar. The screen can be easily moved from room to room (or deck!) for use by groups.
- We held a number of events over the year Scam Awareness session, World Food Day and the official opening of the deck.
- Our staff team has remained stable over the past year with Kate, Robin and me continuing as the 3 part time staff, collaborating on ideas and sharing the work!

Many thanks to the Committee of Governance for their professional commitment to ensuring the overall direction of Warragul Community House.

Rosemary Allica

Manager

## Treasurer's Report

Robert Ballingall

Warragul Community House has once again performed very well financially for the calendar year ending 31 December 2023 in comparison to the year ended 31 December 2022.

**A summary of our 2023 year in comparison to the 2022 year is as follows:**

**Gross income for the 2023 year \$316,693 compared to the 2022 year \$271,319 leading to an increase of \$45,374.**

**Major breakdown of the above figures:**

- 2023 Class Fees \$29,956 compared to 2022 year \$34,012 reduction of \$4,056
- 2023 Venue Hire \$18,488 compared to 2022 year \$10,270 increase of \$8,218
- 2023 Grants \$242,109 compared to 2022 year \$206,378 increase of \$35,731
- 2023 Sundry Income \$19,984 compared to 2022 year \$9,275 increase of \$10,709
- 2023 Interest Received \$2,185 compared to 2022 year \$329 increase of \$1,856
- 2023 Donations \$3,971 compared to 2022 year \$2,913 increase of \$1,058
- 2023 Wage Recovery \$nil compared to 2022 year \$8,142 reduction of \$8,142

**Total Expenses for the 2023 year \$357,411 compared to the 2022 year \$265,387 leading to an increase of \$92,024.**

**Major Breakdown of the above figures:**

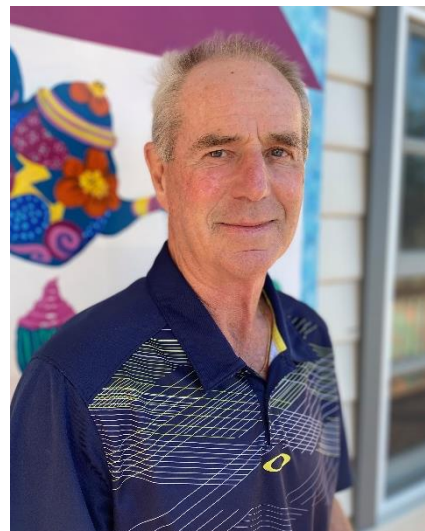
- 2023 Administrative Costs \$11,715 compared to 2022 year \$9,570 increase of \$2,145
- 2023 Depreciation \$6,400 compared to 2022 year \$3,410 increase of \$2,990
- 2023 Printing & Stationary \$2,648 compared to 2022 year \$1,782 increase of \$866
- 2023 Project Expenses \$4,441 compared to 2022 year \$11,338 reduction of \$6,897
- 2023 Repairs & Maintenance \$79,958 compared to 2022 year \$4,658 increase of \$75,300
- 2023 Wages expense \$205,409 compared to 2022 year \$188,295 increase of \$17,114
- 2023 Sundry Expenses \$46,840 compared to 2022 year \$46,334 increase of \$506

Therefore, the above figures represent a net loss of \$40,718 for the 2023 year compared to a net profit of \$5,932. Please note that the above expenses figure includes a capital payment for the outside deck of \$73,307 which is an extraordinary one of payment.

In light of the above, the figures show that the 2023 was a successful year for the house and with the continued great work of the team at the house this will continue well into the future.

Robert Ballingall

Treasurer



## Building the Deck 2023:



Celebrating the official opening of the deck at Warragul Community House were WCH Manager Rosemary Allica, BBSC Mayor, Anne-Marie McCabe, WCH Chairperson Jessica O'Donnell and Drouin Community Bank Manager, Rob.



July 2023, deck building begins!



Aug 2023, the deck floor is complete



October 2023, the deck is complete!



Nov 2023, the deck is ready for use!

## Our Super Volunteers

Here at Warragul Community House, we have a huge range of volunteers who work tirelessly throughout the week to provide assistance with the front desk, facilitating social groups, providing technical support, providing financial counselling, assisting with applying for the sick pay guarantee, tutoring classes, maintaining our gardens and lawns, and assisting tutors in classes and groups.

Richard has been working incredibly hard with assisting members of our community in financial counselling and applying for the sick pay guarantee.

Kalai, Amy, Shell, Garbi & Ben have all played a part in delivering high quality technical help and support throughout 2023 for those who need assistance with their phone, laptop, computer, or completing forms etc online.

Tori has assisted us with our Multicultural Friendship Group, helping to assist the participants when required, and assist with planning activities and coordinate events.

John graced us with his presence again in 2023 for the third year in a row, to provide free Tax Help for the members of our community.

Heather has been working tirelessly on assisting people to learn basic computer skills, offering a Be Connected computer class on a weekly basis.

Dick is one of our longest serving volunteers, and he often pops in to check on our lawns and provide some maintenance assistance for any odd jobs around the Community House.

We also have two returning tutors who offered to run their courses as volunteers- the lovely Sheena who teaches our Let's Learn English class, and Michael Klein who teaches his expertise and skills in our valuable car maintenance courses.

Our wonderful Social Group facilitators are slowly increasing, providing exceptional support to our social groups. These volunteers include: Pat Kennedy (knitting group), Di Crowther (bridge group), Pat Sturge (creative writing group), Barb, Cheryl, & Glenis (Golden Girls), Joe Defazio (Café in Italiano) and Barb Mewburn (Warragul fibre and diamond art group).



*Above: Front desk volunteers and staff participated in training on understanding ourselves as individuals.*

Throughout 2023 our front desk volunteers have been extremely reliable, consistent, and dedicated with their work at Warragul Community House. Each front desk volunteer brings something different, unique and special to contribute to the Community House being such a vibrant, welcoming, inclusive, fun and homely place to be. The skills in which our front desk volunteers have picked up and excelled with throughout 2023 is incredibly admirable. We have been learning to adapt to our new enrolment software- Social Planet, which has been challenging at times, however our volunteers have taken it all in their stride and worked together to learn, develop, and adapt throughout the year. I would like to personally acknowledge and thank every amazing front desk volunteer for 2023- Shirley, Barb, Barbara. L, Annie, Karina, Guylene, Heather, Rachel, Kaye, Joy and Kim.

**Special mention and THANK YOU to Kaye!**

Kaye has been a wonder support to Warragul Community House for a number of years, however, has decided to finish volunteering to focus on her wonderful family, including grandchildren. Kaye has been the person who steady, tranquil and always, always makes sure everyone is welcomed with a lovely warm smile and gives time for some warm conversation!

We thank you Kaye for the significant contribution you have made over the years. Thank you for being a wonderful patient team member and a calm listener for so many people. We salute you.



It is with a heavy heart that we reflect on losing our shining light, Kim, back in early November 2023.

Kim had been volunteering here 3 days per week for 4 years. Kim would often refer to the Community House as her “second home” and would always refer to us as her “family”.

Kim brought an energy and humour to the house, and always knew how to bring a smile to someone’s face or make us all laugh at her quirky jokes. Under all of her jokes and humour, Kim had an absolute heart of gold and would do anything for anyone in need. Kim’s friendship and presence is missed so very much.

A huge thank you to our volunteering family at Warragul Community House. We appreciate all of you more than words can say.

## Social Groups

**Trafalgar Golden Girls** started 28th September 2021. We have 22 ladies from low 60's to one lovely lady 91. The majority of the ladies live in Trafalgar, one in Yarragon, three in Moe and one lady who was living in Moe and moved to Traralgon and still continues to drive down for our outings. We meet at a Trafalgar coffee shop each month and then travel to coffee shops in Yarragon, Moe and Warragul. We have morning tea on Tuesdays at 10.00 or 10.30 and then lunch the last Tuesday of each month. All the ladies really look forward to meeting up and various topics are discussed, and helpful hints given. We had lovely times celebrating Beryl's 90th birthday and Pauline's 80th. Four of our ladies are unable to drive so the outings are greatly appreciated by them. I really enjoy our group they are all very special. I have the assistance of Carol Johns who fills in for me when I travel. Cheryl Birchall

2023 once again saw the amazing growth of the **Warragul Golden Girls**.

As several existing members moved on to other events in their lives such as moving out of the area or taking up other activities, new members have come in and are always greeted with a friendly face, good conversation and, most importantly, lots of laughter. 2023 brought about many such changes and it was with sadness that we saw some of the original faces leave us, but we still keep in contact as that is what good friendships are all about. We had some wonderful morning teas and lunches, the highlight being one on our new deck, the pride and joy of each of us at the House. The stories of why women join our group and varied, and all are important. Many seem to be from moving to the area and not knowing anyone. As we get older it is often difficult to make new friends and this is what makes our groups so vital. We hope to continue for many years to come.



Warragul Golden Girls enjoy using the new deck.

**Drouin Golden Girls** met every Tuesday and enjoyed coffee, cake, laughter and hugs. Our group has continued to grow with new members being made very welcome. The group enjoy the weekly catchups and friendships that are formed. We often have smaller groups organising other outings to lunch, to the movies and to the trots in Warragul! Many of those who join are new to the area and / or have recently had a change in circumstances. Many thanks to Glenys Hill who has led and organised the Drouin Golden Girls since they started several years ago. Glenys has decided to spend more time with her family.

The **Creative Writing Group of 2023** met each Friday ready for another session full of laughter and fun. Writing on three topics and reading these accounts to each other helps hone writing skills. Drawing on childhood backgrounds, family histories and imagination, members always entertained each other as accounts varied so much.

The group began nearly forty years ago and has continued strongly since its inception. All members continue to look forward to reading their homework piece on arrival and seeing the friendly faces of their fellow writers. New members are welcome into the group and encouraged to develop their writing voice as the weeks go by.

The group was saddened to lose Diana Donigi when she passed away after illness earlier in the year. Diana always brought a bright light to the group.



**The Knitting and Craft Group** saw a steady increase in the number of people attending our knitting and craft group Monday mornings. We now have a large group attending each week, with lots of chats and laughter enjoyed.

The group continues to support KOGO (Knit One, Give One) with donations of beanies, scarves, blankets and many knitted jumpers and toys. Last year we proudly supplied 1,051 items to KOGO, and this year we have set an adventurous target of 2,000. We are tracking well to achieve this so far.

We supported the indigenous charity fundraiser, Alice Springs Beanie Festival with a number of our group sending in beanies which were sold during the festival. Part of the proceeds from sales are taken by the charity, with remaining funds returned to our group. These funds were donated back to the Warragul Community House and went towards the new deck furnishings. We have just posted off some more beanies to participate in the 2024 festival and intend to make this an annual event for our group.

Our thanks go to those in the community who kindly donate yarn to us so that we can continue our work with KOGO and support the Alice Springs Beanie Festival.



*Members of the Knitting and Craft group present funds raised to assist with furnishing the new deck to manager Rosemary*

The **Warragul Bridge Club** has continued to thrive in 2023-24 with a boost in its membership from 18 to 29 players. We are attracting many new players who have recently moved into the Baw Baw Shire from Melbourne and the other regions. Our new players have a mix of experience with some very experienced players joining us from other clubs and others who are complete beginners.

In 2023 we moved into the computerised era with the purchase and implementation of the computerised scoring system using Compscore and Bridgemate calculators. The Bridgemates were kindly gifted to our Club by the Sale Bridge Club in July 2023. The Bridgemates automatically calculate the Bridge scores as the games are in progress and provide an accurate and immediate score at the end of the session. Our Club also set up a Facebook page in December 2023.



On 15th November 2023 two of our members, Anne George and Diane Crowther, were invited to the Victorian Government House to represent our Club for an historic Bridge game in the grand ballroom. The ballroom was transformed into a card house hosting 160 players and distinguished guests, representing the thriving Bridge-playing community across the state. The occasion marked the first time the Ballroom, with a length surpassing even Buckingham Palace's Ballroom, had been set up for Bridge.

*Left: Diane Crowther (L) and Anne George (R) taking their seat for a game of Bridge in Victorian Government House Ballroom on 15th November 2023.*

On 20th December, 20 members celebrated the end of year Christmas breakup with an enjoyable lunch at the Fairways Bistro, Warragul Country Club.

*Right: Some of our members enjoying Christmas lunch: (L to R) Alan Kuipers, Clive Ayerst, Rob Johnson, Ken Hutchison, Min Weggelaar, Lyn Robinson, Heather Cupples and Angela Larsen.*

*Below: Some of our members enjoying Christmas lunch: (L to R): Warren Cousins, Lindsey Robinson, Stephan and Jeanette Van De Sluis, Simon Fraser, Lisa Fraser, Anne George and Brenda Cousins.*



Our major achievement this year was the purchase a Dealer4 machine. The Dealer4 is a small computerised interfaced machine which shuffles, deals and calculates the hand scores saving our members' time by approximately four to five hours per week. The Club was able to purchase the Dealer4 after receiving a Challenge Grant from the Drouin Community and Districts Bendigo Bank which required the members to raise the additional funds through donations.



In February 2024, the Eastern Region Bridge Association, with financial support from the Australian Bridge Federation, held two Directors training days at the Bairnsdale Bridge Club. Our club was represented on both days Phillip Goode and Diane Crowther.

Our appreciation to Community Bank Drouin and District for their support with the generous Challenge Grant which we received in February 2024. Our thanks also to the Warragul Community House who always provide us with a warm and welcoming environment in which to meet.

Finally, our thanks go to our members who have continued to support the Club. Our very successful year is demonstrated by our increased membership and our team effort in raising the much-needed additional equipment funds. Our club continues to be a friendly, social group of people who welcome new and beginner players.

*Above: The Dealer4 in action dealing the cards into bridge boards for the next game of bridge*

**The Multicultural Friendship Group** had a fantastic year in 2023! The group continues to meet each Wednesday morning with a huge variety of program activities. The MFG focusses on making sure that people new to the area are made welcome, become part of a 'family' in their new land and can be linked to people, organisations and services that support them to settle into a new country, often with a second (or third) language, new employment, health and education systems and ... well, a new culture!



The first Wednesday of the month was usually put aside to visit a local café and enjoy coffee and conversation together. This introduced new people to the Warragul area and encouraged 'locals' to see multicultural people as a regular part of their community.

Other activities included cooking sessions together, guest speakers to share information, learning and find new pathways. The group held occasional family evenings during the year so that both adults and children could share food and share social occasions together.

We were delighted to see several members of the group gain their citizenship, other enter training courses or study towards qualifications and some also gain employment!



# Education Pathways

Warragul Community House is pleased to present the Annual Report for the year 2023. As in previous years, our primary focus remains on providing valuable educational opportunities to our community members through a variety of courses funded by the Adult Community and Further Education (ACFE) division of the Department of Education. These courses are designed to empower learners by enhancing their skills, knowledge, and career prospects.

## Overview of Courses:

In continuation with our commitment to adult education, we offered a diverse range of courses aimed at facilitating employment opportunities, career advancement, and personal development. Our pathways courses are:

1. Easy steps to computers
2. Intermediate computers
3. MS Excel for Work
4. Chat GPT (AI)
5. Let's Learn English
6. Citizenship course
7. Language for Life (Multicultural Friendship Group)
8. Café 138- Hospitality
9. Get ready to work in care and support.
10. Job readiness: Resume, Interviews and Applications course

Reflecting on the successes of the previous year, we continued to run popular courses such as Computers at various levels English language classes, and Men's Kitchen.

## New Courses:

Building upon our existing offerings, we introduced new courses tailored to meet the evolving needs of our community. One such addition was the Microsoft Excel for Work course, catering to participants seeking to enhance their proficiency in this essential tool for modern workplaces. The course received enthusiastic participation from individuals keen on upskilling within their current employment, highlighting its relevance and utility.

Another exciting addition to our curriculum is the Chat GPT course, aimed at providing participants with insights into the latest advancements in artificial intelligence and conversational technology. This course will serve as a platform for community members to stay informed and engaged with emerging trends, equipping them with valuable knowledge and skills for the digital age.

One of the courses that was a particular success involved a partnership between TAFE Gippsland, the Uniting Church, the Baw Baw Food Relief and the Warragul Community House is the Café 138- Hospitality course.

Under the guidance of our tutors, Sheena Jones and Diane Carson the TAFE students were taught aspects of working in a café – food safety, hygiene, café operations and cooking. The students cooked soup with ingredients from the food relief and the soup was packaged and given to the food relief for distribution to those in need.

**WARRAGUL COMMUNITY HOUSE**  
**COURSE GUIDE 2023**  
 TERM 1 JANUARY 27 - APRIL 8

**LIFESTYLE COURSES**

**Car Maintenance Basic and Advanced**  
 Date/Time: Two sessions available: 4th March or 11th April, 9:30 am - 1:30 pm (2hrs)  
 Cost: \$50 or do both courses for \$75

**Painting & Drawing - Beginning & Developing**  
 Date/Time: Fridays 10th February, 10:00 am - 12:00 pm x 7 weeks  
 Cost: \$140 full / \$140 core

**Education Pathways**

**Easy Steps to Computers for Beginners**  
 Date/Time: Wednesday 14th February, 9:30 am - 12:00 pm x 7 weeks  
 Cost: \$60 (\$30 + Admin Fee \$30)

**Intermediate Computers for Work & Home**  
 Date/Time: Thursday 16th February, 10:00 am - 1:00 pm x 7 weeks  
 Cost: \$60 (\$30 + Admin Fee \$30)

**Let's Learn English!**  
 Date/Time: Monday 12th February, 5:00 pm - 7:00 pm x 8 weeks  
 Cost: \$60 (\$30 + Admin Fee \$30)

**UpSkill for a Career in Customer Service and Retail**  
 Date/Time: Monday and Friday 27th February, 9:30 am - 1:00 pm x 4 weeks  
 Cost: \$80 (\$30 + Admin Fee \$50)

**CAFE 138 - Hospitality Training**  
 Date/Time: Monday from 13th February, 9:00 am to 1:00 pm x 8 weeks  
 Cost: \$80 (\$30 + Admin Fee \$50)

[www.warragulcommunityhouse.org.au](http://www.warragulcommunityhouse.org.au)

We thank the Warragul Uniting Church for donating the use of its commercial kitchen and activity room as the teaching venue. The students finished their course by setting up the space, providing “high tea” for their families, supporters and representatives of TAFE, the Uniting Church, food relief and the community house.

### **Success Stories:**

Throughout the year, we witnessed numerous success stories stemming from our courses. Participants of the Job readiness course achieved significant milestones in securing jobs and higher studies thanks to the guidance provided by our dedicated tutors and the support network established within the program.

Furthermore, the collaborative efforts showcased in the Café 138 initiative continued to yield positive outcomes, with participants gaining practical experience in café operations while contributing to community welfare through food relief initiatives.



### **Conclusion:**

In conclusion, the Warragul Community House remains steadfast in its commitment to fostering lifelong learning and skill development within our community. As we look towards the future, we are dedicated to expanding our course offerings, embracing innovation, and empowering individuals to thrive in an ever-changing world.

# Lifestyle Learning

A typical week for Warragul Community House includes greeting the participants who join in our lifestyle courses.

In 2023, each term we offered a range of courses including

- Car Maintenance Basic,
- Car Maintenance Advanced,
- Feldenkrais,
- Fun with Fabric,
- Gentle Yoga and Deep Relaxation,
- Italian Developing, Idea to Impact,
- Painting and Drawing,
- Tai Chi
- Connect Head to Heart.

Perhaps as a result of the impact of the COVID years, it seemed that individuals were somewhat reluctant to commit to courses that went for a number of weeks.

It was therefore pleasing to observe that over the year, the number of courses offered build from 7 in term one, to 10 in term 4. We also saw the number of enrolments in some of the courses increase over the year.

Participants often took part in a course for a term and then many of them returned to continue the course, particularly the exercise / activity courses.

We extend our grateful thanks to tutors Michael, Stanley, Sue, Joe, Christine, Sara and Adrienne. Each of them is each so knowledgeable of their subject matter and so willing to share their knowledge and skills with the participants.

# Community Wellbeing:

During 2023, we expanded our free programs to better support the community.

We continued to offer a range of services and were able to add some new ones too!

- Richard joined the WCH team offering his expertise in Financial Counselling, helping to manage bills and debt.
- Andrea, from Skills and Jobs Centre, joined us each month to assist with resume writing, interview practise and applying for employment.
- Our Soup Kitchen cooking team continued to operate each Monday and provided around 25 – 30 containers of soup to Food Relief each week.

**WARRAGUL COMMUNITY HOUSE**  
**COURSE GUIDE 2023**  
 TERM 4 OCTOBER - DECEMBER

**LIFESTYLE COURSES**

**Car Maintenance Basic**  
 Date/Time: Saturday 28th October, 4 weeks 9:30am - 10:30am  
 Cost: \$60 or both courses for \$70  
 Description: Develop the basic skills to look after your car.

**Car Maintenance Advanced**  
 Date/Time: Saturday 28th November, 4 weeks 9:30am - 10:30am  
 Cost: \$60 or both courses for \$70  
 Description: Develop the advanced skills to look after your car.

**Feldenkrais**  
 Date/Time: Thursday 9th October 9:15 am - 10:15am 8 weeks  
 Cost: \$100 full / \$90 conc  
 Description: Flexible Chair. This chair is an often neglected and light uses of the body. This set of lessons will help to free the chair for better breathing and improved movement of the whole body in everyday life.

**Fun With Fabric Course**  
 Date/Time: Saturdays from 20th, 27th, 10th, 26th 2:00 - 4:00 pm  
 Cost: \$60 full / \$50 conc  
 Description: This course is designed to show you what you can really make with scraps of fabric in various colours and designs. It will be a bit of fun choosing and making small items that you may like to give as presents for birthdays and Christmas.

**Gentle Yoga and Deep Relaxation**  
 Date/Time: Fridays 6th October, 2:00pm - 3:30pm 7 weeks  
 Cost: \$145 full / \$135 conc  
 Description: Improve your movement and reduce your stress. Classes run by a qualified, experienced and supportive teacher. Most yoga utensils supplied.

**Italian Developing**  
 Date/Time: Wednesday 18th October, 6:00pm - 7:00pm 8 weeks  
 Cost: \$135 full / \$125 conc  
 Description: Practice speaking and listening in Italian.

**Idea to Impact: Developing and Validating Your Business Idea**  
 Date/Time: October 28th 10:00 am - 12:00 pm Free  
 Description: FREE workshop on starting a business. A dynamic hands-on session to guide you through defining your business concept creating a foundation to turn your idea into a successful business.

**Painting & Drawing for Aspiring Artists!**  
 Date/Time: Friday 27th October, 10:00 am - 12:00pm 7 weeks  
 Cost: \$160 full / \$150 conc  
 Description: Show off your own level using any medium you like!

**Tai Chi Gilding for Health and Wellbeing**  
 Date/Time: Monday 9th October, 3:15 pm for 4.15 pm 3 x 7 weeks  
 Cost: \$90 / \$80 conc  
 Description: Tai Chi Gilding is a low impact exercise class designed to develop muscle strength, flexibility, balance and prevent falls of falls.

**Connect Head to Heart - Find your purpose!**  
 Date/Time: Monday 20th October, 4:30pm - 5:30pm 8 weeks  
 Cost: \$95 / \$85 conc  
 Description: Transform your thinking! Learn ways to relieve stress and calmly learn how to navigate challenging situations and discover purpose in your life.

**Citizenship Course**  
 Date/Time: Saturday 10:00 am - 1:00 pm, Thursday 6:30 pm to 8:30 pm  
 Dates: October 21st, 28th, November 2nd, 9th, 25th, 29th, December 7th and 14th  
 Cost: \$60 (60) + Admin fee \$10  
 Description: The citizenship application preparation program supports those who are looking to prepare for their citizenship test. This course will help you become familiar with the citizenship application process including the interview, the documents to upload and the practice tests.

**Easy Steps to Computers for Beginners**  
 Date/Time: Wednesday 18th October, 9:30 am - 12:30 pm 7 weeks  
 Cost: \$60 (60) + Admin fee \$10  
 Description: A beginners course for those wanting to gain confidence in using a computer. Includes basic functions of Microsoft Word and Excel.

**Intermediate Computers for Work & Home**  
 Date/Time: Wednesday 18th October, 1:30 - 4:15 pm 7 weeks  
 Cost: \$60 (60) + Admin fee \$10  
 Description: You will need some basic familiarity with computers. This course covers an in-depth study of Microsoft Word and Excel applications along with an introduction to Cloud Computing.

**Let's Learn English**  
 Date/Time: Monday 9th October, 12:45 pm - 2:15 pm 8 weeks  
 Cost: \$60 (60) + Admin fee \$10  
 Description: Learn and practice using English in everyday life. Classes are tailored to learner needs and abilities.

**Let's Learn English - Advanced**  
 Date/Time: Tuesday 28th October, 5:30 pm - 8:00 pm 4 weeks  
 Cost: \$60 (60) + Admin fee \$10  
 Description: Suitable for people who can speak, write and read some English and want to improve their spoken and written English.

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[www.warragulcommunityhouse.org.au](http://www.warragulcommunityhouse.org.au)

## FREE services offered at Warragul Community House

138 Normanby St, Warragul  
 Ph 03 56236032.

Free Tea and Coffee while you enjoy sitting on our deck.



**Technology Help:** Our very knowledgeable and understanding volunteers are available for help with technology, assist with online challenges, downloading apps and other functions on your phone or laptop. Call 5623 6032.

**Resume Writing / Interview Practise:** Would you like to update your resume? Have it ready to send when a job opportunity comes up? Make an appointment to see Skills and Jobs Centre based at WCH on the 3<sup>rd</sup> Monday of each month.

**Financial Counselling:** Warragul Community House has a qualified Financial Counsellor who offers FREE financial counselling for community members who would like assistance to manage their bills and debts. Fridays... call for an appointment: 5623 6032.

**Tax Help:** If you earn \$60,000 or less per annum and meet criteria. If you require assistance lodging your online Tax Return. Call 5623 6032 for an appointment.

**External bathroom:** We have an external bathroom facility available for use during opening hours. This bathroom contains a toilet, shower and changing facilities. Shower products and towels are provided. Call into 138 Normanby St and ask to use the bathroom.

**Laundry Facilities:** free use of a washer and dryer. Please speak to one of our friendly staff members or volunteers if you would like to use these facilities.

*All Free services*

# Auditor's Report & Audited Financial Reports:

Available as a separate handout.