



Share. Belong. Grow.



 Playgroups

 Courses

 Room hire and parties

 Events

Our local  
community house

# Annual Report 2019 – 2020

## About Us

Doubleview House Incorporated, after 32 years, continues with the Vision 'A vibrant, welcoming community organisation facilitating individuals, families and groups, to share, learn and connect'. It is a hub of activity where playgroups, families, individuals and community groups meet in a friendly neighbourhood context which provides opportunities to share, support, learn and reduce isolation.

We are a not-for-profit organisation governed by a Volunteer Management Committee, whose role is to manage the organisation within the approved budget in accordance with the Doubleview House Constitution.

The Western Australian Government through the Department of Communities provided 70% of funding for this service in the past financial year. The organisation was awarded the Empowering Communities Program funding which commenced on 1<sup>st</sup> July 2019 and ceases on 30<sup>th</sup> June 2024.

## 2019-2020 Management Committee

### Executive Members

Chairperson	Nicole Jenkins/Laila Ansari	(Monday/Thursday playgroup)
Vice-Chair	Georgia Salmon	(Tuesday playgroup)
Secretary	Viola Smith	(Monday playgroup)
Treasurer	Alison Robinson	(Community member)

### General Members

Georgie Byrne	(Monday playgroup)
Ayako Minoa	(Japanese playgroup)
Leah Rucks	(Tuesday playgroup)
Charlotte Potter	(Thursday playgroup)

The Management Committee are elected Doubleview House members who volunteer their time, expertise and labour to represent the interests of all members.

The Chairperson plays a leadership role and ensures that the Committee adhere to good governance principles. We thank Nicole Jenkins, who continued as Chairperson till the end of the 2019 calendar year. Nicole's knowledge and experience as Chairperson was of great value to the newly elected committee during this period. Thank you, Nicole, for making such a positive impact on the House and leaving a long-lasting legacy for the organisation moving forward.

We were pleased to welcome Laila Ansari who was nominated as Chairperson at the end of 2019 and commenced her duties in January 2020. Laila is an astute businesswoman who manages her family building company and brings many assets to the role of Chair. She has an abundance of background skills within business and Montessori education. Laila is skilled at oral presentation and has well-developed networks within the community from which to draw and contribute. Thankyou Laila, for picking up this major volunteer role and steering the committee through this turbulent time.

Our Vice-chair Georgia, Treasurer Alison and Secretary Viola have brought and shared new ways of organisation and operations to the House which has resulted in a more efficient, tidy and structured environment.

The Management Committee is made up of a dynamic mix of individuals who bring a wide range of skills, interests, and personalities to the volunteer role. The varied contributions of each individual on the committee offered this year added great value to the Centre. Their involvement in planning and setting up functions and events, linking to public resources, putting forward new ideas and contributing to decision making has been an essential component of this year's operations at Doubleview House.

## Chairperson's Report – Laila Ansari

Prior to my nomination as Chairperson of Doubleview House in January 2020, the previous Chairperson, Committee members and Centre Management team had been working hard towards completing the rebranding of the Doubleview House and developing programs and facilities to better support the needs of the local community. 2019 finished on a high, with the annual Santa's Sizzling Sundowner showcasing the community connections that had been built throughout a fun and busy year at the centre. I would like to acknowledge the efforts of the previous committee

and staff in securing the grant for the Empowering Communities Program, which gave the centre financial security for the coming years and enabled us to roll out a variety of services, courses and social activities for our target groups.

Doubleview House's focus has historically been on new mothers, with their needs targeted through our playgroups, resident Child Health Nurse, room hire and relevant courses. Many of our immigrant population and those who do not have extended family here in Perth find the weekly playgroups a wonderful way to connect with others from a similar background and offer emotional and intellectual support to one another. This year we have explored ways of facilitating the playgroups to increase the opportunities for quality connection between children and parents. The introduction of fortnightly activity suggestions facilitated by Playgroup Leaders, a revamp of the arts and crafts cupboard and the establishment of a kitchen garden have helped reach this goal.

More recently, we are evolving to offer more diversity of services and events at Doubleview House in order to involve a wider demographic. Through our monthly sundowners and hands-on events like gardening, we have welcomed an increase in the involvement of fathers and other male community members. The volunteer-based Repair Café is predominantly facilitated by our more mature community, and provides a valuable opportunity for intergenerational connections. It also supports the focus on sustainability, recycling and repurposing education and activities throughout our centre and community.

Early this year, Doubleview House utilised a Human Resources professional to oversee the review of staff job descriptions and contracts. It is hoped that the work undertaken to clarify the roles and responsibilities of each position will result in ongoing improvement in efficiency at the centre. Following this review, and with visions for expanding services, we saw the need to have more support internally for Doubleview House, leading to the creation of a new Finance and Administration role. Our newest team member, Chenoa Walsh, joined us officially last month but is no stranger to most of us. She is a past committee member and has been involved as a mother, volunteer and relief staff member for many years. We are very happy to have her as a permanent member of the Doubleview House team and are grateful to the expertise and experience she brings to the role.

The landscape of everyone's world has been vastly skewed since March of this year when the world was struck with the Covid-19 pandemic. While navigating the ever-changing situation and uncertainty in our personal lives, the team at Doubleview House found ourselves grappling to ensure we upheld the safety of ourselves and our community whilst continuing to offer support and services. The difficult decision was made to temporarily close operations at the centre for a one-month period. During this time, we focused on reaching our members and those in our surrounding neighborhood to offer emotional support and connectivity via social media and video platforms. We made plans for adjusting services in order to comply with stringent guidelines and to meet the needs of the community in these changed circumstances. We are continuing to work hard towards reaching out and connecting to those in need, and encourage everyone to seek the support they need within our network of staff, volunteers and community members here at the centre.

The timing of the closure coincided with a shift to new IT providers, so it was fortunate this work could be done without interruption to the usual day-to-day running of the centre. It also allowed us time to evaluate the performance of the company contracted to develop our website. Due to inefficiencies and poor performance the committee made the decision to withdraw from that contract and seek an alternative provider.

There is a lot of light on our horizon moving forward for Doubleview House and our surrounding community. Aspects of our visions have been slower to materialise due to the obvious reasons out of everyone's control, but we are steadily chipping away at existing plans of finalising our re-branding, signage and website, undertaking centre refurbishments, and consolidating Policies and Procedures in order to develop member and volunteer handbooks. We continue our commitment to being a place of belonging, learning, laughter, support and care for you in this community.

As one voice in the community, for the community; I validate us all for giving up our time to support one another despite our own personal commitments, and thank you again for being an active member in our community.

With much gratitude

Laila Ansari, Chairperson, Doubleview House

# Treasurer's Report: Alison Robinson

## TREASURER'S REPORT FOR DOUBLEVIEW HOUSE INC

1 July 2019 to 30 June 2020

**Community Solutions One (Operating) Account: \$22,397 (\$10,354 at 30.06.2019)**  
**Business Cash Reserve (Savings) Account: \$124,622 (\$124,102 at 30.06.2019)**

I joined the Doubleview House Management Committee as Treasurer early in 2020. COVID-19 was not far behind and, therefore, my report for the AGM is based on figures presented rather than planned objectives or budgets which could not necessarily be adhered to.

I recommended to the Centre Manager and Committee that we did not get the books audited this year due to COVID-19. Our Constitution allows for this to happen. We were all in agreeance.

As per the Chair's report, you will see we decided to employ a part-time Finance and Administration Officer to assist moving forward. Committee roles are for a max of 2 years and it is essential that our finances are tightly controlled so it was with great pleasure to see Chenoa Walsh accept the role. Chenoa knows the Centre, has a good accounting background and knows the accounting package the Centre uses. It is going to be so important to handle our finances correctly over the next year. I have also asked her to look at our Chart of Accounts to make it more relevant – an example being Stationery which, in the main, are monthly IT costs for some reason and not many stationery costs.

As you may be aware, we are funded by Department of Communities to deliver the Empowering Communities Program (ECP). These funds are allocated, in the main, towards employing staff for delivery of this service and are in place until June 30 2024, unless we default along the way or their circumstances change so we cannot be complacent. One of the main roles for the Centre Manager this year is to source other grants in order to deliver new programs and keep the Centre looking fresh and upbeat.

We have been receiving JobKeeper for 2 staff during COVID-19 as needed to close the Centre for a period and a 15% loss in income could be substantiated. However, it's pleasing to see that our operational account appeared to have made a small surplus as at 30 June 2020.

Our expenses were a bit higher than budgeted due to changing our IT suppliers and renewing the staff employment contracts and job descriptions which meant engaging an HR Consultant. We are also moving away from our current website provider which will see a loss in the short-term due to monies spent but they produced nothing so time to move on.

As you saw above, we have \$124,622 in our Savings account and it is felt that as a Not For Profit organisation, we should start using this money to revitalise the centre not only with new programs and a new staff member but look at making it have a far greater street appeal and increasing our social media profile. However, it is more important to ensure we deliver our core role first and be prepared should we get a further COVID-19 outbreak. Repainting will be a bit down the track but a figure in the region of \$20,000 maximum will be budgeted.

On the budget, Committee have agreed to relook this at the end of the year in light of the current economic climate and once we have adjusted the Chart of Accounts.

I feel confident that Doubleview House Inc. is in a sound financial position and ask the Members present to approve the presented figures.

## Centre Manager's Report – Jennifer Kopij

The commencement of the Empowering Communities Program on July 1<sup>st</sup> 2019 allowed the House to move forward from 'survive to thrive', with untroubled confidence, energy, trust and cooperation. The funding agreement until 2024 has brought certainty and enabled the committee and staff to enact the shared vision of community development for members and the previously untapped local community.

There has been a whirlwind of change and necessity for adaptation as Doubleview House has been rebranded, repurposed, and remodelled from the bottom up. The first 6 months of the year saw changes in the physicality of the centre while for the past 6 months change has focused on administration, systems, and program adaptation.

There have been some joys and frustrations for the staff who have worked hard to learn and adapt during these unprecedented times brought on by the pandemic, as well as changes to our work practices, computer systems, accounting package, and different ways of relating to the ATO to name a few. The Management Committee is entirely new, and members have brought with them fresh ideas to be unpacked, sorted through and trialed.

Our mainstay of Playgroups has been in a constant state of flux with old members not returning, new members starting, and a huge number of enquiries as young families yearn to be together. The demographics of the House have altered in the second part of the year (2020) as most of our playgroups now have young children under two. Parents and carers are new to the centre, and many are not ready to participate in extra activities such as workshops, events and take on volunteer roles.

The introduction of a Supported Playgroup for babies from 4 months to 12 months old has filled a huge gap in the parenting support network, between mothers' groups set up by the Child Health Centres and playgroups which are for toddlers. This program has proved to be highly successful, having run for 12 months and continues to attract a high volume of enquiries. First time mothers, during the Covid-19 lockdown were not able to be connected and supported as usual by the Child Health Nurses. This playgroup that we have offered in collaboration with Ngala has been a lifeline for them.

The twice a term Friday Night Sundowners, with a different theme each time, have become an easy, relaxed way for community members to meet in an unstructured way. This allows for parents, family members and neighbours to come to the House and feel a sense of belonging as they meet and greet others, share food and enjoy and assist with the social occasion.

Collaborative community development has flourished this year (see details in the Partnerships section below). Linkwest, the Peak Body for Community, Neighbourhood, Family, Resource and Learning Centres in WA, have been a fabulous support over the past year, in particular during the Covid-19 months when they provided weekly free training sessions via Zoom as well as kept us informed on all related government programs via their Newsletter. Their team has been a supportive 'go to' for staff when guidance has been required.

Thank you to the Committee who have been so proactive in making changes on their watch, and to Fran, Chenoa, Kathy and Lorrae for working as a cohesive, productive and compassionate team with me over the past year.

## Staff

Staff longevity brings with it a stable 'home-base', accumulated skills, knowledge and experience. The Administrative staff - Jen and Fran, have worked for the organisation for 13 & 15 years respectively. Their reliable, welcoming attitude along with their passion for supporting families with young children has contributed to the House being 'Our place to call home' - a place to share, belong and grow.

Jen took 6 weeks Long Service Leave in September/October 2019, while Fran took 3 weeks early in February 2020. We thank Chenoa for stepping into these positions while they were away.

A review of the outdated Staff Job Descriptions and Contracts was done by Human Relations Consultant Joe Radici in March 2020. He suggested the employment of a Finance and Administration Officer, in line with other Neighbourhood Houses, to relieve the Centre Manager of these duties. Chenoa Walsh (ex-Treasurer and past temporary staff member) was appointed and commenced on July 20, 2020 for 6 hours per week. We welcome Chenoa to this more permanent role at Doubleview House.

Doubleview House is fortunate to have such reliable creche staff. Kathy has been entertaining, calming and nurturing children in our crèche for more than 17 years and Lorrae for 6 years. Both staff are caring, relaxed and efficient. Parents and caregivers feel relieved and confident to be able to participate in a course and know that their children are being well cared for. We thank you for your beautiful ways, reliability, and professionalism.

## Membership

All community members are welcome to join and participate in our thriving Centre. There were 92 Family/Individual Memberships for the first 6 months of the 2020 calendar year. Since the lifting of COVID-19 restrictions from July 1<sup>st</sup> 2020 our membership has increased by 30 already. Currently we have 7 playgroups with a total of 88 parents or guardians of which 21 families have 2 or more children. Other Memberships are for non-playgroup members who have joined as a result of interaction with the House. This includes permanent Room Hirers, casual contacts who have attended a course or party here, collaborative program partners or ex-playgroup members who want to stay connected.

Most playgroups are full with wait lists; however, attendance has suffered a little over the winter due to illness or the COVID-19 face-to-face precautions.

## User Groups & Partnerships

The house is very much a community venue and operates with ease to accommodate its many users. It is clean, bright and welcoming and I commend all users for ensuring that it is left that way for the next user group.

On top of a 13.5% increase in Room Hire income in the 2018/2019 year, the 2019/2020 year saw an additional 10%. This translates to a very busy centre operating at near 100% capacity.

Our ongoing regular user groups include: up to 9 Playgroups per week, Department of Health - Mondays, Tuesdays and Thursdays for Child Health Checks, Solids talks and Breastfeeding Clinics, Ngala workshops –Drama Stars and Circle of Security, Yoga classes, Creative Kids Art Club, Potters House Christian Fellowship, Tai Chi classes and the Brazilian St. Francis Study Group. In-house and external courses and workshops, as well as one-off individual hire for parties, meetings and consultations, have accounted for 36 casual bookings over the 2020 financial year.

We continued our partnerships with:

- Transition Town Stirling, who organise the seasonal Swap, Share, Shuffle and the Repair Café. These activities bring local people to our hub and have promoted the ethos of reduce, reuse, recycle.
- The Bend in the Road Activation Group -a neighbourhood group supported by City of Stirling, which is focused on developing community activation in our immediate precinct through a shared vision to create user friendly landscape design and community events.

## Courses, Workshops & Events

Since the 2019 AGM the following workshops and events were held at the House in line with the Service Agreement:

### **Adult Learning Workshops:**

- Save-a-Child First Aid Workshops in collaboration with Family First Aid
- Cooking: Pasta Making, Sneaky Sugar Workshop, Fondant Icing, Christmas Puddings.
- Other: Will information, Pre-literacy, Christmas Wreaths, Self Sufficiency (incense cones, etc.)

### **Collaborative workshops (with Ngala):**

- Weekly Drama Stars
- 3 x Circle of Security (Series of 8)
- 2 x Sing and Grow (Series of 8)

### **Other weekly classes held at the House and open to members:**

- Yoga Classes
- Creative Kids Art Classes
- Japanese Kindy
- French classes for primary school children.

**Events:**

- Christmas in July Sundowner
- Fun & Food Night for seniors' week
- Santa's Sizzling Sundowner
- Arty Party Sundowner
- Buy Nothing Sundowner

