



Annual Report 2017-18



**Harmony Day at Dixon House
March 2018**

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DIXON HOUSE CHAIRMAN'S REPORT TO MEMBERS

The **Committee of Management** has met on 5 occasions this past year. The committee has again worked together very effectively and there has good attendance at all meetings. Dixon House has been very well served by the Committee which was elected by the members last October.

President	Vaughan Smith	Members	Margaret Boccabella
Vice President	Suresh Kumar		Sarah Lin
Secretary	Rajesh Arja		Alison Bunting
Treasurer	Val Manuelpillai		

The new Vicar of All Saints Charlie Fletcher attended all meetings in 2018 in a non-voting capacity and provided a valuable link with the parish that hosts us.

The Memorandum of Understanding between All Saints, Dixon House and Anglicare was discussed by the Committee of Management at some length and also by the All Saints Parish Committee to make sure it covered the areas of joint interest. All Saints Parish Council decided to refer the document to the Anglican Diocese of Melbourne for ratification which resulted in a complete rewrite in the form of a Licence Agreement. This has provided for a more formal relationship between All Saints and Dixon House. The discussion is ongoing between the two parties and a formal signing of the Licence Agreement may take place with the incoming Committee of Managements approval early in the new year. A separate licence agreement will need to be made with Anglicare.

Marketing and Mission became a significant issue dealt with at the beginning of the year given our financial position at the end of 2017. A meeting was set up with the Rev Richard Wilson to look at possible avenues for fundraising and financial sponsorship from the corporate area. Rev Wilson has some significant experience in fundraising within the Anglican Church. He advised us that Dixon House does need a clear focus and Mission Statement to promote our work in the community of Clayton and surrounds. Dixon House has a purpose in its formal constitution but this is wordy and does not clearly define the direction for the future. The Committee of Management spent some time during the year constructing a Mission Statement to be presented to the AGM for ratification as a clear statement of our objectives. This statement is included in this report.

We are actively seeing **new grants** though even if our applications are successful, they may well be tied to new programs and provide little support to cover our administrative overhead costs. There has been a small increase in fees for the language classes and we hope to attract more tax-deductible donations from supporters along with better and more regular communications with our members.

The Risk Management Plan was reviewed and updated during the year with some areas highlighted for review, including food handling training for programs that regularly involved food preparation. This training was initiated for the Community Lunch, however was postponed to the program stoppage. In terms of understanding allergies and risks for those most vulnerable, the Homework Club has always captured this information, and recently with the introduction of the Special Needs Assessment form for adults with special needs, allergy and risk information will also be captured for adults.

DIXON HOUSE CHAIRMAN'S REPORT TO MEMBERS (continued)

Our Coordinator, Winston Chee, has worked tirelessly to revamp the programs and processes operating at Dixon House, introducing an online booking system and reviewing all programs related to their financial and staffing viability. Changes have been generally positive with improvement of ongoing programs although there have been disappointments including the temporary halting of the Community Lunches due to the lack of volunteers. Our sincere condolences were conveyed to the family of Nick Casale and his loss as well as the retirement of some other very long serving volunteer members of the catering team had a significant impact on the short term viability of the Community Lunch.

Finances have continued to be serious concern for us this year. A surprise donation of \$10,000 from the Toorak Op Shop made a significant addition to our income for the year and this greatly assisted in adding to the income for the year. Likewise, careful financial management has helped reduce the outgoings providing a balanced end of year outcome. We, however, cannot rely on these one off generous donations for the future viability of Dixon House.

An agreement with All Saints over their financial assistance to Dixon House and the consistent rental arrangement is part of the new licence agreement under consideration although it appears that there will be a net outgoing of funds from Dixon House as the rental is greater than Church Mission (and parishioner) giving at this point in time. It is hoped that there may be some increase in individual parishioner support in the upcoming years.

With decreased funding, I echo David Nettlebeck's words from last year. We rely even more heavily on our **amazing team of volunteers** who support the complex range of activities and care for our clients. Ours is one of 120,000 not-for-profit community organisations in Victoria and all rely either deeply or entirely on the work of volunteers. Like all volunteers, our volunteers appreciate the meaningful ways they can be involved in their community, connect with people, combat isolation and loneliness and make a worthwhile contribution to society. Thank you to all of them and also to our very committed team of paid staff. Dixon House exists for people and without these dedicated volunteer and paid staff it would lose its purpose.

Proposed Mission Statement for Dixon House

As a way of experiencing and showing God's love, Dixon House Neighbourhood Centre aims to benefit residents of Clayton and surrounding areas through providing:

- educational, recreational and welfare programs to foster learning, personal wellbeing and social connectedness
- community development opportunities for individuals, groups, and organisations to collaboratively address needs in the local area
- opportunities for volunteers to improve their skills and support their local community

COORDINATOR'S REPORT

2017-18 continues to be a busy year for us with many new participants, volunteers, initiatives and partnerships.

Notes of Appreciation

I am especially thankful for all the volunteers (70+) at Dixon House who are essentially the backbone of the organisation, and without whom we simply cannot function. This includes volunteers in our regular programs, once-off volunteers for special events, the Committee of Management, and even those behind the scenes who do such things as keep the gardens in good condition. I would like to name all the volunteers, but will refrain at the risk of missing out a name. Again, a heartfelt 'THANK YOU'. The Committee of Management has been a pleasure to work with in the financial year, and continue to support Dixon House well at the higher level.

I am also thankful for a dedicated team of staff who are not only good at what they do, but are passionate as well. **Naomi**, for her strong support in the area of finances and administration, **Ros**, for her passion in the whole host of English programs, including the pilot project Learning Australian Culture and English (LACE), **Oanh** for her innovation in the Homework Club and Fit2Learn programs, and **Bagya**, for her support in Anglicare Emergency Relief and Dixon House Reception. We are both happy and sad to see Bagya finish off at the end of the financial year, having obtained new employment with more substantial hours and being closer to home. Last, but not least, I would like to thank **Helen** for the continuing good work that she is doing with our eager participants in the art group, and **Wayne** for taking on board a four- week IELTS preparation course at short notice.

Major Partners and Donors for the 2017-18 Financial Year

- **All Saints Church** – for enabling Dixon House to operate on its premises, and especially for the support that Charlie and Anthony have provided to Dixon House and myself.
- **Anglicare** – for sharing our premises and being a major contributor to the costs of running the facility. I would like to thank **Suzanne Keil** (Anglicare) who oversees the Emergency Relief program at Dixon House for her collaborative approach in running that program.
- **City of Monash:**
 - Provided a grant enabling us to run the innovative **Learning Australian Culture and English program (LACE)** which combines English learning and lessons about Australian culture through guest speakers and excursions.
 - Provided the **Volunteer Management Grant** through which we were able to streamline and improve our volunteer management.
 - Running regularly Monash neighbourhood house network meetings, which provides good opportunities for collaboration.
- **City of Kingston** for providing us a grant to run our in-house developed **Fit2Learn project**, which combines physical activity and games with academic learning, catering for primary school children who may struggle with traditional forms of learning. This project also acknowledges the presence of multiple types of intelligences, apart from the generally recognised and often tested verbal-linguistic, logical-mathematical, and visual-spatial intelligences.
- **Bendigo Bank** for providing us with a grant to run an upcoming filmmaking project to develop short videos to showcase Dixon House.
- **NIECH** for ongoing support as well as running the quarterly neighbourhood house network meetings for the eastern region of Melbourne.
- **Bunnings** for providing us with two opportunities in the financial year to run fundraising BBQs, the proceeds of which went to program costs.

COORDINATOR'S REPORT (continued)

New Initiatives

- The **Dixon House Website** was completely rebuilt from the ground up and allows for greater interaction by the public with Dixon House – making enquiries, enrolling, applying to be a volunteer, making payments, and making donations. Questions about specific programs are automatically directed to the correct personnel. The website also has an internal section only accessible by Dixon House personnel, for ease of access to stationery and forms.
- Our **Student/Participant Enrolment System** was completely overhauled in early 2018. The previous system comprised of manual registration and keeping of paper records. All enrolments are now done electronically to improve efficiency, accuracy, and security of records being kept. Students can enrol themselves online, or get Dixon House's assistance to enrol for them. Payments are now fully integrated into the online enrolment enabling card payments, thereby reducing cash handling. Every new enrolment automatically populates a database, removing the need for manual entry, and errors.
- The **Volunteer recruitment process** has been improved, with potential volunteers being able to apply through our website, including the ability to upload their resumes and other documentation. Applications are also automatically collated in a spreadsheet for staff to be able to easier manage applications. Using our website, which gets over 100 unique visitors each week, we were able to recruit urgently for new receptionists and kitchen volunteers in a short amount of time.
- The shift to an **eight-week term** for most programs was introduced in the financial year to enable staff who do not work during term breaks to have two weeks for more structured enrolments, time for promoting the programs, and to recruit, induct, and train new volunteers.
- Dixon House was approached by **PARCS** (post-acute mental health recovery service) in Clayton to collaborate and support their clients who are facing social isolation, boredom, and lack of meaningful activity after being discharged from their service. They now meet every Friday at Dixon House with an active group of participants. We are looking forward to exploring opportunities for this group to connect further with Dixon House. We have also been in talks with another mental health service provider about running a similar group to the above, and with an employment support agency who are keen to work collaboratively.

Winston Chee, Centre Coordinator, Dixon House Neighbourhood Centre

TREASURER'S REPORT

In the financial year 2018, Dixon House was able to meet its goals of providing activities to increase equity and justice and build community capacity. This has been achieved, thanks to the continuous funding and support from various organisations and individuals.

For the 2018 financial year, the income increased year-on-year mainly due to a generous individual donation from Toorak Op Shop of \$10k. Total income at \$154k, increased \$12k from the previous year.

Total outgoings at \$150k also reduced year-on-year by \$26k, via better financial management of programs and other cost management. As a result income exceeded expenditure by \$4k, which was a great financial result.

The financial statement for FY18 has been audited by Mr Garry Andrews CPA, who has confirmed that it represents a true and fair view of the transactions for the year ended 30 June 2018. We are registered for Work cover through Alliance Insurance.

Our banking is managed via the Westpac Banking Corporation, which has set up the required secure processes for managing the inflow and outflow of cash, with two signatories required for the transactions. We are paying most of our bills via online and a Visa debit card and use cheques only where it is not feasible to pay online.

Our major programs including staff salaries were funded by DHS, City of Monash, All Saints Partnership and Community fund-raising. For the 2019 financial year, we are facing a funding shortfall of approximately \$13k. This is mainly due to, the donation from the Toorak Op shop of \$10k, being a once off in FY18.

We are pursuing to close this funding shortfall as follows;

- Actively seeking funding from various Government bodies and charitable organisations
- Increased Community fund-raising projects
- Reduction of expenses, where possible

Finally, I would like to thank the Committee of management and the Co-ordinator for all their support and help in performing my function as the Treasurer of Dixon House. A special thanks to Ms Naomi Lim, Finance Officer, who has again done an excellent job, in managing the finances of Dixon House, reporting all transactions and producing the final financial reports for the year ended 30 June 2018.

Val Manuelpillai CPA

Treasurer, DHNC Committee of Management

FINANCIALS

Income	30th June 2018	30th June 2017
All Saints Church Clayton Partnership	6,050.00	2,000.00
Anglican Development Fund-Donations and Interests	0.00	679.18
Bank Interest Received	323.62	467.57
City of Kingston - Fit-To-Learn Grant	3,624.00	0.00
City of Monash - Exploring Culture Grant	11,887.92	0.00
City of Monash - Getting it Together Grant	0.00	5,100.00
City of Monash - Networking and Publicity Project Grant	0.00	10,658.86
City of Monash - Volunteer Mgt Grant	11,000.00	0.00
City Of Monash - Art Grant	0.00	2,473.00
Community Fundraising	3,135.50	4,160.10
Community Lunch -Piggy bank	834.75	832.95
Craft Piggy Bank	257.15	315.80
Department of Health & Human Services Grant	75,489.17	71,507.90
Donation - Rotary Club Clayton	1,000.00	0.00
Donations - All Saints Church Clayton	2,127.70	822.70
Department of Social Services Grant - 'Broadband For Seniors' Program	0.00	396.00
Department of Social Services - Volunteer Grant	4,310.00	4,997.00
Origins - Homework Club Grant	1,500.00	0.00
Individual Donation - All Saints for Community Lunch	263.00	0.00
Individual Donations - Art Program	1,071.76	2,116.00
Individuals Donations	13,780.09	1,977.55
Link Health and Community - Community Lunch Grant	0.00	5,000.00
Link Health and Community - Soccer Club Grant	0.00	1,322.00
Link Health and Community - Volunteer Mgt Grant	0.00	2,997.00
Melbourne Anglican Benevolent Society - Frank and Flora Leith Charitable Trust	0.00	7,500.00
Membership Fees	245.00	270.10
Other Revenue	107.00	155.10
Salary Contribution (Anglicare ER Admin)	4,200.00	4,200.00
Soccer Club	(90.00)	802.00
Student Fees - Women Leadership Program	0.00	320.00
Student Fees - Computer class	400.00	540.00
Student fees - English	10,040.85	8,905.00
Student Fees Sewing Class	495.00	185.00
Student Fees - Art Class	2,045.00	1,410.00
Time for Women - Piggy bank	120.00	120.00
Total Income Received	154,217.51	142,230.81

Less : Operating Expenses

	30th June 2018	30th June 2017
Accounting Software - Zero	1,040.00	809.83
Adult Education Books and Stationery	302.20	550.74
Adult Education Travel & Training Expenses	42.55	150.00
Art Material	300.38	1,405.83
Auditor's Fees	180.00	0.00
Bank Fees	98.54	11.47
Community Fund-raising Expenses	630.99	0.00
Community Lunch Expenses	2,067.45	5,229.95
Computer Hardware	892.40	0.00
Consumer Affairs Victoria	56.90	55.80
Depreciation Office Equipment	623.21	1,038.69
Dixon House - Amenities, accommodation & Rent	7,200.00	7,200.00
Fit-To-Learn Program Needs	331.42	0.00
Homework Club Program Needs	550.18	547.42
IT & Technical Services	0.00	955.00
Job Advertisements	0.00	649.34
Long Service Leave	5,442.22	0.00
Membership for Professional Organisations	535.00	869.00
Miscellaneous Expenses	341.53	950.46
Office Equipment & Printing	4,224.89	5,428.99
Office Refreshments	219.65	494.69
Office Stationery	979.78	1,590.72
Publicity and Signs	220.00	516.78
Registration for Workcover & Membership	2,989.93	3,294.15
Salary - Adult Education Co-ordinator	17,043.22	18,232.37
Salary - Art Teacher	3,698.10	4,730.95
Salary - Computer Class Tutor	0.00	1,587.30
Salary - Homework Club Co-ordinator	1,410.62	13,062.93
Salary - IELTS Tutor	900.00	0.00
Salary - Literacy Teacher	0.00	4,635.07
Salary - Receptionist	1,377.48	4,014.25
Salary - Volunteer Management Officer	0.00	687.27
Salary - Administration Officer	23,197.76	21,292.62
Salary - Co-ordinator	45,712.39	49,259.62
Salary - Fit2Learn Coordinator	2,691.70	0.00
Salary - Networking and Publicity Officer	0.00	5,438.87
Salary - Vol Management Coordinator	9,261.04	0.00
Salary - Admin ER Support	3,922.04	3,895.36
Sewing & Craft Classes- Maintenance and Materials	60.05	59.55
Soccer Club Equipment	4.00	1254.87
Staff and Volunteers Training	715.50	600.00
Staff Travelling	81.90	82.68
Super Contribution	9,889.26	11,463.63
Women's Group - Miscellaneous Costs	0.00	358.15
Volunteers' Training	0.00	1,799.78
Volunteers' Travelling Expenses	0.00	444.80
Webhosting and Software	258.50	0.00
Working with Children and Police Checks	353.21	1,217.59
Total Operating Expenses	149,845.99	175,866.52
Net Profit / (Loss)	4,371.52	(33,635.71)

Balance Sheet

Account	30 Jun 2018	30 Jun 2017
Assets		
Bank		
Billing Account	143.93	143.81
Community Solutions Cash Reserve	58,625.52	46,882.73
Community Solutions Cheque Account	6,086.23	7,350.18
Debit Card	293.88	183.55
Petty Cash Community Lunch	300.90	133.20
Petty Cash General	200.00	42.30
Total Bank	65,650.46	54,735.77
Current Assets		
Accounts Receivable	165.00	540.00
Other Receivables	4,062.00	0.00
Total Current Assets	4,227.00	540.00
Fixed Assets		
Accumulated Depreciation	(3,025.18)	(2,401.97)
Office Equipment	3,960.00	3,960.00
Total Fixed Assets	934.82	1,558.03
Total Assets	70,812.28	56,833.80
Liabilities		
Current Liabilities		
Accounts Payable	0.00	1,699.27
Accrued Liability	7,200.00	7,200.00
Deferred Income	7,324.00	4,310.00
Other Payables	180.00	0.00
PAYG Withholdings Payable	4,226.00	3,776.00
Provision for Unutilised Annual Leave	8,512.80	4,159.45
Superannuation Payable	2,844.38	3,317.67
Wages Payable - Payroll	4,349.14	6,009.19
Total Current Liabilities	34,636.32	30,471.58
Non-current Liabilities		
Provision for Long Service Leave	5,442.22	0.00
Total Non-current Liabilities	5,442.22	0.00
Total Liabilities	40,078.54	30,471.58
Net Assets	30,733.74	26,362.22
Equity		
Current Year Earnings	4,371.52	(33,635.71)
Retained Earnings	26,362.22	59,997.93
Total Equity	30,733.74	26,362.22

TO: Board Members; Dixon House Neighbourhood House Inc. Clayton, Victoria.
Incorp. number A0058595N, ABN 86648041219

FROM: Garry Andrews - Auditor

SUBJECT: **Auditor's Report for the year ended 30 th June, 2018**

DATE: 7th October, 2018

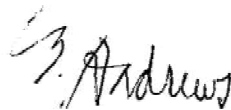
I have carried out an audit of the accounting records and financial accounts of Dixon House , 2 Dixon Street, Clayton for the year ended 30th June, 2018 in accordance with Australian Accounting Standards.

In my opinion the financial accounts, including notes, provide a true and fair view of monies received and expended during the year and of the state of affairs at the year end being 30th June, 2018, further, my opinion is that the accounting records have been kept in accordance with the Act. It is noted that a marked improvement occurred during the year, when compared with the previous year.

During the course of the audit I have not become aware of;

- (A) any matter in connection with the audit requiring further explanation within the financial accounts to enable a proper understanding of the accounts
- (B) any matter of material significance
- (C) any information or explanation that has not been made available to me

The Dixon House bookkeeper, Naomi Lim, has provided all that I have required and this has been to my satisfaction, reconciliations for all balance sheet accounts have been reviewed, two visits for auditing, phone calls and emails.



Garry Andrews
C P A, tax agent
1 Higham Street
Cheltenham Vic 3192
03 95849871 or 0409834618

PROGRAMS

English Programs

2018 has seen a vibrant year of English learning at Dixon House. Enrolments per term have averaged between four and fourteen for classes, whilst individual tutoring numbers have averaged between fifteen and twenty per term.

Harmony Day in March saw English tutors and students involving other Dixon House users in a morning of line-dancing and sharing of international food – true harmony. Term 3 saw a lively cohort of students from many different backgrounds on Wednesdays organizing a regular (international) lunch, shared with the tutors who were present. The Multi-level group, Advanced English conversation and 1:1 students were involved here. Friendships across the globe have been forged.

The Tuesday scene has continued its momentum, where LACE – Learning Australian Culture and English- was followed by FEIA – Further English in Australia-, still with a focus on features of Australian culture, embedded with learning tasks to improve listening, speaking, reading, vocabulary, and writing. The installation of a large screen in the classroom has enhanced learning outcomes, and made the job of teachers easier. The topic of volunteering culminated in an excursion to Sandringham, where a visit was made to the Australian Volunteer Coastguard.

The conversation groups, the writing skills class and the 1:1 tutoring ensure that the needs of individual students are addressed most fittingly. Digital Day proved to be a big hit!

Whilst tutors come and go as their work, study or family needs fluctuate, each has made a valuable contribution to the work and atmosphere of Dixon House, and improved the English level of many individuals, dedicating many volunteer hours to this end. The current number stands at twenty-three, a healthy mix of over-fifties, job-seekers and international post-graduate students. Upskilling has continued. This year training, much of it in-house, has included a workshop on digital aids for students of low literacy, the use of the English programs at our disposal on the classroom computers, as well as that available via the services of Monash Library. Training in how to help students with English pronunciation was also undertaken.

Figures as at November 2018

Program	Numbers
1:1 English	23
Multi-level English	7-14
FEIA (Further English in Australia), previously LACE (Learn Australian Culture and English)	5-8
Writing Skills	4
Advanced English Conversation	4-7
English Conversation	4-7
Total	62

Roslyn Brown, Adult Education Coordinator



Harmony Day



Digital Literacy

PROGRAMS

Children's Programs

The Homework Club is a close knit of students and tutors, coming together each week to study, and gain friendships from those in other schools and age groups (including parents). We have seen 15 students pass through the program, with 6 core students still being with us. It is always unfortunate to see participants leave as they move to other addresses or their parents start work, and tutors complete their studies and find employment, too. But, during their time with us, the children love the group games we share with each other, particularly anything sporty like Octopus and hockey, and mental challenges like chess and memory board game. Special events have included cultural games for Harmony Day, Reading Challenge (which all returning students completed), collaborative art and tutor portraits, and an environmental science game lead by a regular tutor. It is always wonderful to see and hear the group enjoying each other's company and sharing what they have learnt, particularly information found on the computer.

The program has seen a change of day to a Wednesday since Term 3, with 7 currently accessing the program and 4 more waiting for new tutors to support the program. We have been fortunate to have 12 volunteers regularly assisting the children, 7 of whom have been with us for a year or more.

Fit2Learn was an additional program we ran in Terms 4 of 2017, and Term 1 & 3 this year. The Kingston Council grant enabled us to hold weekly sessions that focussed on team work and sportsmanship to solve literacy and numeracy tasks after passing through various physical trials. Six volunteers lead teams of students to encourage them to persist with each mission. Fit2Learn was held at Westall Primary School for two terms before being moved to the Westall Community Hub for the September school holidays. Although the weekly sessions had up to 5 regular attendees, the holiday sessions were very popular with 9 children taking part, as regulars brought their friends along. We had 3 new interested students wanting to access our Homework Club from this program.

Dixon House has been a wonderful workplace for me to combine my educational, community service and fitness studies these past 3 years. Staff and our host of volunteers have made it a very supportive and happy environment to provide service to others, expand my teaching and supervisory skills, and share my joy of learning, sport and creativity. I particularly wish to thank Winston and Naomi for providing emotional advice during my rough patches.

Oanh Lam, Children's Programs Coordinator



Fit2Learn Holiday Program at Westall Hub



**Learning
Through
Fun**



After school Homework Club

PROGRAMS

Emergency Relief

The Emergency Relief (ER) program run by Anglicare Victoria @ Dixon House, continues to help homeless individuals and vulnerable families during times of crisis, when they find themselves short of money each fortnight to buy food, pay rent, pay utilities, transport and pay for essential medications.

Our dedicated volunteers have often been challenged, as we continue to see more complex and distressing situations, within an environment of high demand and reducing community resources.

This year we have received an increasing number of referrals from Monash Medical Centre, from families who have come from country areas to the hospital and find themselves struggling with unexpected expenses, while their child or relative is in hospital.

Case Study

Kaye (not her real name) is a new client and was referred by the Social Work Dept. @ Monash Medical Centre for Financial assistance with Rent, Food and any other support we could provide. Kaye is a sole parent with children who presented as extremely distressed and it took some time for her to calm down and explain her situation.

Kaye was working in the corporate sector and after a marriage breakdown recently separated from her husband and remained living in the family home to try and keep the children stable in their current school. Kaye is paying a high rent of \$1,000 a F/N (\$2,229 pm) and has been working very long hours in two jobs, day and night (cleaning & driving Uber) trying to make ends meet, but was finding it impossible to pay the rent, living and school expenses and was now one month behind in the rent and about to be evicted.

Kaye became very ill due to depression and total exhaustion and has now been admitted to Monash Medical several times in the last month. Her Dr has said she cannot work (particularly driving UBER cars) at the moment and advised her to apply for Parenting Payment. There has been a delay in receiving the Centrelink payment and Kaye broke down again when it was her 12 yr old's birthday and she had only \$6.00 in the bank and little to no food for the children.

Assisted with \$400 Rent, \$60 Coles Vouchers, \$80 gift vouchers for her son's birthday and \$40 worth of food from the pantry. Total Assistance: \$580.00

****Kaye has now returned to work part- time and sent a lovely note of gratitude thanking Anglicare & Dixon House and all the workers for their support in a time of her lowest when she couldn't imagine what it was like to be in such a desperate situation.*

This is a wonderful feedback which makes it all worthwhile.

Statistics from Emergency Relief for 2017 – 2018:

- Number of clients helped – 458 (150 new clients)
- Average \$ value of assistance provided - \$176 (per annum)
- Total numbers of ER assistance provided - 1,197
- Total \$ value (financial & in kind) - \$80,634

I would like to acknowledge and once again thank all our dedicated ER Volunteers for their compassion and support throughout the year.

Suzanne Keil, Emergency Relief Coordinator, Anglicare Victoria

PROGRAMS

Counselling



In the last 12 months (July 2017-June 2018) I have seen about 10 people, many of whom have requested more than one appointment. A couple of appointments were within Dixon House, another was referred to me by a member of the ER team. Each term I spoke to the Time for Women and the English class about the counselling available. Many thanks to all the staff at Dixon House for their support. **Win Andrews , Counsellor**

Community Lunch

Maureen Jenkins and her team of dedicated volunteers continued to provide weekly (mainly hot) meals to the community at large, as well as the Dixon House community. We saw a well attended Christmas lunch of over 70 people packing out the hall, all prepared and catered for by the community lunch volunteers and some additional helpers. The lunches not only provided food but opportunities for social interaction and connectedness to Dixon House and the community. We were sad to lose a long-time volunteer Nick Casale, who was a valued member of the team, known for his signature Italian dishes. At the end of June 2018, the Community Lunch was postponed due to the loss of several volunteers. We plan to recommence this program once the resources are available.



Time for Women Group

Led by Joanne Stones (2017) and then Ruby Brightwell (2018), the small yet active group has been involved in a diverse range of activities including board games, cooking, and excursions. Some highlights from 2017 were a Christmas Card making session and a session about flower arrangements. One highlight from 2018 was a Chinese New Year meal organised by a member, who invited the group to her house for a 'small meal', which turned out to be a delight for the senses with exotic colours, tastes, and aromas!

Expression through Art Group

2017-18 was another exciting year for the art group, with some of their works on display at the Noble Art Community Centre Art Show in October 2017, allowing the wider public to appreciate their talent. Another highlight was the Christmas gift-making session in 2017 which had a surprise guest, the singer and guitarist from the Christmas lunch, who stayed on and inspired some duet singing and dancing as well! 2018 was focused on Repetitive Patterns, Themes and Collage, with the goal of entry in 2018's Noble Park Community Centre Exhibition. Each participant's work was very unique and they chose themes of Australian bushland and animals, houses and suburbia, cats, and nature scenes in various formats to express their creative visions. **Helen Plesar, Art Tutor**

Sewing Group

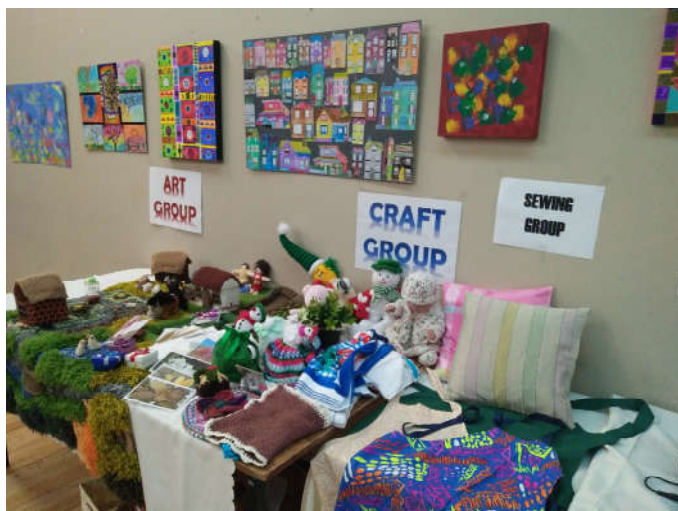
Led by Liliana Dardengo and Irene Clements, the sewing group has seen some new students in the financial year, with mostly beginners with very little experience in sewing. Some have even brought their own machines to be able to learn more effectively. All the students progressed from basic projects such as cushion covers and aprons, to pants, skirts, and dresses. Some have brought in their own clothing to learn how to do alterations. Many students have expressed their satisfaction at being able to learn a new skill over the course of each term.

Craft and Friendship Group

This is a thriving group of up to 14 attendees on any given Monday, led by Dianne Payne and Gwen Clark. The youngest members are in their 20s and the oldest, in her 90s, so it is quite a diverse group of creative people. The main activity has been knitting, starting from simpler projects such as scarves and beanies, to more complex ones such as mittens, cardigans, and even a doggy coat! Others in the group have been working on their own tapestry and embroidery projects.

Computer Classes

In the financial year we had two sets of computer classes over two terms covering basic computer skills, Microsoft Word, and Excel. One of the volunteers, an IT professional trainer from overseas, had to finish up as he obtained full-time employment. He graciously provided Dixon House full use of his personally developed courses in Microsoft Office applications for future program use, for which we are very grateful.



From top left: Craft, Sewing and Art Group exhibitions from 2018 Open Day; LACE with Indigenous elder guest speaker; Christmas Lunch 2017 and Volunteer Appreciation; 2017 Emergency Relief Christmas Distribution; 2017 Women's Group; Expression Through Art Group.



A Big and Heartfelt

THANK YOU

To All Our

Participants

Volunteers & Staff

Members & Committee of Management

Donors, Funding Bodies, & Grant Providers

&

All Who Have Played a Part

in Dixon House in 2017-18