

ANNUAL REPORT

For Year Ended 30 June, 2020



Sorrento Community Centre Inc.

ABN 98 085 210 677

Where
people

Connect

Learn

Grow

Strengthen



2020: The year Board Meetings via Zoom became a way of life

Vision

To establish and maintain a healthy, vibrant and connected community.

Purposes

Sorrento Community Centre aims to provide community leadership by bringing people together to connect, learn, grow and strengthen through:

- Responding to, supporting and engaging the community using community development processes such as
 - community consultation, responding to identified needs and priorities,
 - collaborating with others to build sustainable funding bases and
 - ensuring ongoing financial viability and accountability
- Promoting community participation and inclusion
- Supporting lifelong learning opportunities

Sorrento Community Centre acknowledges and pays respect to the Boon Wurrung / Bunurong people, the traditional custodians of these lands and waters

Values

Collaboration.

We believe that by working with others, more can be achieved. Building partnerships with other organisations and agencies is our way of work so that we can help people to find a sense of belonging.

Connectedness and Inclusivity.

We believe in the power of people. We continually work to engage the members of our community in ways that meet their needs so that we can help create a healthy, vibrant and connected community. We welcome people of all ages, backgrounds and abilities.

Learning and Curiosity.

We believe in the importance of learning opportunities for people throughout all cycles of life. We aim to stimulate curiosity as part of a Positive Ageing Strategy.

Health and Wellbeing.

Positive health and wellbeing is fundamentally important for all segments of our community and is a key success factor for the Centre.

Accountability.

In order to effectively maintain and grow our services for our community, we strive to become financially viable, transparent and accountable.



People
without whom.....

The importance and the need for people who happily and voluntarily share their time and talents with others cannot be over-estimated.

We rely on volunteers. They enable us to help bring people together to

be connected with others,

learn,

grow,

strengthen both as individuals and

grow our community.

And in return?

Through becoming part of our community, people gain a sense of belonging and relevance, become healthier, happier, and lead fulfilling lives.

Sorrento Community Centre - serving our community of the southern Peninsula

Chairperson's Report

Overview

I opened my 2018/2019 report with the statement '*what a year we have had!*' The same exclamation is certainly relevant for the 2019/2020 year and even though COVID19 was only with us for the final four months of the financial reporting year, it has still had a massive impact on the Centre's operations, which in reality operate across most of the calendar year.

Neighbourhood Houses/Community Centres seek to bring people together to connect, learn and contribute in their local community through social, educational, recreational and support activities. The pandemic has certainly tested our Centre but I am very pleased to be able to say that the Sorrento Community Centre has been able to rise to the challenge with the introduction of new initiatives to assist our community through 2020.

I will mostly leave Heather Barton, our Centre Manager to report on the operational outcomes for the year. Heather leads a small team of highly effective staff, volunteers and service providers. Heather's drive and love of what the 'not for profit sector' is able to achieve for communities is amazing. Her network of influential contacts continues to be of great benefit to the Centre and has allowed us to enhance our offerings to our community over the 2019/2020 year. Heather's talents have also resulted in her being the 'go to' person when other Neighbourhood House Managers and Shire staff with roles associated with our network are seeking counsel and I am also pleased to advise that Heather has agreed to extend her appointment into 2021.

Let me take you back to November 2019. We had just completed our very successful Annual Golf Day, elected our Board for the 2019/2020 year, submitted yet another Capital Works Application to the Mornington Peninsula Shire Council for toilet and change room facilities to be developed to benefit the users of the multi-purpose court and create opportunities for the court to be available beyond normal opening hours of the Centre.

Chairperson's Report cont'd.

Governance Compliance

Sadly, two of our newly elected Board Members, Noela Foote and Leigh Hullin, needed to resign for personal reasons from the Board early in the new Board Year. We were fortunate to be able to appoint two new Board Members in Brian Stacey and Philip Hedley.

We chose to split the Secretarial/Public Officer role to enable us to cope more effectively with the ever-increasing governance and compliance demands of our funding and licensing organisations within both Federal and State Governments. I thank Doug McLaine and Shayne Walsh for their work and support across the year. Shayne Walsh managed to procure a copy of the SCC Constitution currently held by CAV (Consumer Affairs Victoria); you might think this not to be a huge challenge and if that is your view, I invite you to chat with Doug McLaine about the actions and time involved (not helped by COVID Lockdown of course). It could be that Doug loosened the 'lid on the jar' for Shayne!

Thank you to Chris Malkin, our Treasurer for the past three years, for his wonderful work in overseeing the Centre's finances. Chris has decided to step back from the Treasury role but fortunately has nominated to remain as a Board Member for the 2020/21 year. We are very happy that Philip Hedley has nominated to be the Centre's Treasurer for the coming year.

Forward Directions

Board working teams have continued to monitor and implement agreed strategies to ensure programs operate at an optimum

4 level, within budget and enhance our knowledge of community preferences and needs.

Marketing

Board Member Alicia Fox Gerner undertook the task of reviewing and updating the Centre's marketing which included a major review of our electronic communication functions. The result is an outstanding success and we thank Alicia for her preparedness to share her knowledge, networks, skills - not to mention a great deal of time - to make this project such a success. Her work in creating our new branding has introduced a fresh new look and feel for our Centre.



Building and Facilities

I did use the word 'mostly' earlier in this report in relation to operational matters. Let me stray just a little. I am thrilled to advise that the Centre has entered an initial two-year agreement with the Southern Peninsula Basketball Association (SPBA) for our stadium to be used for regular weekly competition, as well as continuing training with the Sorrento Basketball Club. Once again, Heather has played a key role in bringing this agreement to fruition.



Funding applications, in conjunction with our Shire Counsellors, have been made to the Mornington Peninsula Shire since 2017 and each year money has been assigned for design works for public and internal toilets/change-room facilities attached to the stadium. The Shire has again assigned \$50,000 in this 2020/21 year for detailed design works. Sadly

though, we once again had to work through the Local Government Section 223 Appeals system to achieve this outcome.

Brian Stacey has taken on the role as the Centre's representative to work with consultants, Shire Officers and Architects in developing a master plan for the David Macfarlan Reserve complex. Within this process, Brian is looking to establish an SCC Building Master Plan; it will include staged projects which would ensure that the Community Centre building is ultimately more inviting, fit for purpose and capable of offering greater community use 7 days a week.

The support offered to the Centre through the Shire Officers, in particular Tricia Folvig, and Nepean Ward Shire Counsellors Bryan Payne and Hugh Fraser is very much appreciated.

Early Learning Centre Improvements

However, we have had some Capital Works building success across the year, with renovations to the Early Learning Centre being completed. The ELC can now accommodate 22 children and we thank the Shire Officers for their preparedness to be flexible in introducing changes so that they not only addressed compliance issues brought to light by the Department of Education and Training, but also allowed us to re-design the internal layout to improve the environment for the children and our staff.

Board Members David Woolnough and Judy Dunn worked with Heather to negotiate these design improvements and while they were at it, developed and presented a Future Options Plan for the Early Learning Centre. This is a most valuable document that will be a useful tool as we plan and progress our ELC offerings to meet community needs.

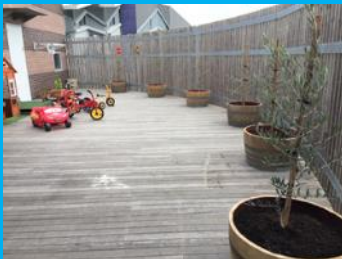
Sorrento Early Learning some improvements during the year



Ready for the day's educational program



Creating a new space for program planning, parent meetings and confidential record storage



A Commonwealth Government Stronger Communities Program grant enabled play yard improvements

Chairperson's Report cont'd.

During this year, we have also continued implementing the Federal Government's Child Care Subsidy Scheme, which from May 2019, enabled our eligible families to receive a child care rebate. Through Heather, Deb Dick, the Early Learning staff and our front desk volunteers we have continued to provide ongoing support for families as they join the system. However, the new system has required significant change to our Reception/Administrative Assistant role and changed its focus to almost 80% Early Learning support. Despite the bureaucratic process challenges, Early Learning has continued to thrive, operating five days each week over 48 weeks of the year.

COVID19



There are also service initiatives and achievements introduced during COVID that have been significant:

- the use of electronic media to service meetings and, where possible, our programs
- the Early Learning Centre has remained open for vulnerable children and children of permitted workers
- the introduction of our very own YouTube TV Channel - Sorrento Community TV - and its take up by the community has been wonderful
- The 'Town Hall Meeting' via Zoom provided the opportunity for each of the Nepean Ward Council Candidates to speak to the community and respond to questions from community members
- To support isolated people, we introduced *Neighbour Connect*

a program where volunteers assist residents with shopping and other needs

- On the health-front, we have introduced a Psychologist Consultancy service, as well as a free 'Time to Talk' service

Our business outreach program offering the SCC's services to assist local business and service providers as they seek to re-establish after COVID has been enthusiastically welcomed by the Chamber of Commerce.

Finances

In our report last year, we emphasized the ongoing challenge the Centre faces as our operating expenses continue to increase at a greater rate than program participation, and, correspondingly, our income. I expect you will have already seen if you have reviewed the financial statements, that we have concluded the 2019/20 Reporting Year in a much stronger financial situation. The Federal Government's Job Keeper Program certainly helped!

Some people in our extended community do not understand the structure of the Community Centre. While we use a Mornington Peninsula Shire building, the Centre is an independent not for profit organisation that is not funded by the Shire; the Centre needs to fund its operations. However, following a Shire initiated Review of Neighbourhood Houses, an increase in financial support for the 2020/2021 financial year is welcomed.

Golf Day 2019

The Sorrento Community Centre Annual Golf Day, our major fund-raising event each year was, in

Chairperson's Report cont'd.

2019 held at the Portsea Golf Club. The day was once again an outstanding success with 120 participants, about 40 of whom chose the lunch only option. Once again, we have been humbled by the generosity of our community members and their guests. Proceeds were spent on improving recreational facilities and indoor sporting programs. It is important at this time that we acknowledge Lino Tarquinio who concludes his time on the Board this year after more than seven years service to the Centre. For the most part Lino's major project each year has been the Golf Day which as was highlighted earlier, remains the Centre's major fundraising event. Our 2020 event has had to be postponed and we are hoping it will take place in late March.

Volunteers

The importance and need for volunteers to assist the Centre maintain effective services to the community cannot be over-estimated. Volunteers are essential to the structure of not only Sorrento CC but the statewide Community House network. So, thank you very much to our Board Members and all others who generously share their time and talents with us to help the Centre achieve more for our community. Please note that we welcome and warmly appreciate any contribution. Our community is blessed with talented people and we would dearly love you to take up the opportunity to share your skills and enhance our offerings.

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I urge you to review the Centre's Strategic and Operating Plans and, should you be tempted to become involved in assisting us to achieve more, please don't hesitate to consult with any of our Board members, staff or other volunteers. We would be very happy to discuss with you how you would wish to contribute, ensuring that we value your time, talent and networks.

In Closing

The support offered to the Centre and its programs by our supporters, sponsors and our volunteers is valued and acknowledged as is the work of our Centre Manager and staff. They all willingly give their skills and experience to coordinate and enhance the activities of our Centre.

Our Board members are to be thanked for their commitment and their preparedness to share their skills and time to benefit our Centre. Unfortunately Alicia Fox Gerner, Shayne Walsh and Lino Tarquinio will not be standing for re-election to the Board for the coming year, and similarly Chris Malkin and Doug McLaine have advised that while they have nominated for election, it is not to their former roles as Treasurer and Secretary, respectively.

We look forward to another successful year ahead where we continue to strengthen and build our capacity and fully implement our plans to engage and support our community.

Shane McMahon
Honorary President
Sorrento CC
November, 2020



Some Highlights of the Year



Welcome to our new Building Signage on 30 June, 2020



Sausage Sizzle at Open Day
October 2019



Pickleball was introduced to the community at Open Day



Morning Tea
following
Sorrento
Community
Conversations

Treasurer's Report

It is a pleasure to present my last report as your Honorary Treasurer for the year ended 30 June, 2020.

I am particularly pleased to present this report as it tells a good story in what has been a decidedly very abnormal year.

I want to highlight the financial strength of the Centre and the most significant turnaround in its financial fortunes.

You may recall that last year we incurred a loss of \$53,499. This year we achieved a profit of \$55,769 - a positive turnaround of \$109,268.

We had budgeted to generate \$359,000 in revenue and achieved \$372,000 without COVID19 support, an increase of \$13,000 over budget.

Of course the \$46,980 in Government support we received up until June 30 2020 as a result of the COVID19 pandemic helped massively, but even without that much appreciated support, we still would have made a profit of \$8,789 (against a budgeted profit of \$6,000), equating to a turnaround from last year of \$62,000.

In reality, however, we did receive support as a result of COVID19 and, like thousands of businesses throughout Australia, used this support to help keep the lights on and to help us spring back into life with the pandemic subsidies.

We made an audited profit of \$56,000 and substantially increased our cash holdings which will enable the Board to provide enhanced services to our communities.

Let's look at some of the important numbers:

Summary: \$000s

	2020	2019	Variance
Total Revenue with COVID support	419	286	+ 133
COVID support	<u>47</u>		<u>+ 47</u>
Total Revenue without COVID support	372	286	+ 86
Grants (not related to COVID support)	142	160	- 18
Expenses	364	339	+ 25
Bank accounts	142	85	+ 57
Current Assets	147	114	+ 33
Current Liabilities	63	82	- 19
Equity (what we own)	189	133	+ 56

Annual Golf Day November 2019



Portsea Golf Club on the day



Ready and filled with guests



Ready for the Silent Auction

Treasurer's Report cont'd.

I offer the following comments:

Expenses have been and continue to be very strictly controlled.

Although total expenses increased \$25,000 over last year, with costs of employment increasing \$67,000, there were compensating savings in other less productive areas. No expenditure was incurred unless it was to directly make the SCC a better Community Centre.

We have spent some money on enhancing the Centre's positioning in our communities by selective marketing and re-branding, improvements to our telephone system and to better enable us to communicate with all stakeholders. We look and feel much better than we did before we spent this money.

Sorrento Early Learning continues to be a good story:

A lot of really hard work has gone into building on the strategies started last year. Much credit must go to Early Learning Team Leader Bianca and her team.

Based on direct costs (without the burden of non-direct overheads), Sorrento Early Learning made a surplus of \$41,000 against a budgeted surplus of \$19,000 and a loss of \$13,000 for last year - a fantastic result. With increased capacity, this will continue to build.

I am certain that the ongoing re-positioning and re-alignment of our business aided by careful and conservative financial management will build a truly valuable and sustainable Community Centre that will continue to make an increasingly valuable contribution to our wider communities.

To achieve this we must continue to strike proper variable budgets and plans which have, and will continue to give, the Board the agility to make informed decisions. We must continue to monitor, monitor and monitor. We must continue to present timely management reports each month. We must continue to manage our cash flow. But most of all, we must focus on increasing our capacity to educate both early learners as well as adults through solid, innovative courses and provide programs and support to everyone who uses our Centre. We must focus on meeting on communities' needs.

We are striving to embrace our local traders and give them a forum via our YouTube Channel to reach out to their communities. We are looking at ways by which we can manage our scale to assist other Centres for mutual benefit. We are looking at increasing productivity in simple, easily digestible steps.

We can only achieve our objectives if we continue to make profits (surpluses) and build our cash resources. All this takes careful, sensible planning, accounting and reporting in understandable financial terms. It requires everyone to be on board.

I mentioned in my annual report last year that we are not without significant challenges. Many of these challenges remain, however, with total Board support, eager and enthusiastic volunteers, and excellent committed staff, we are on a healthy upward trend.

In closing, I would like to express my appreciation to Erica Bawden, our very able Bookkeeper, for her invaluable support and very hard work.

I envy how unflappable Erica is during times of stress (which we Accountants invariably bring upon ourselves) and how much this is appreciated.

Heather is absolutely wonderful to be around. I always learn from Heather how important it is to treat people with empathy and respect. Her teaching permeates throughout the Centre, which makes it a pleasure to be in the company of Deb, Bianca and the entire team. I thank them all.

The SCC Boards I have worked with as Honorary Treasurer have been understanding and totally supportive. I have loved working with them all and look forward to continuing as an Ordinary Board Member.

Lastly, our President.

No-one works harder than Shane McMahon for the benefit of us all. Shane has met all the challenges we have faced over a tumultuous few years, head on. He has kept us all together, has focused our direction with skill and always does so with an abundance of good humour.

I wish the incoming Treasurer, Philip Hedley, all the very best and know that he will enjoy this honour as much as I have.



Chris Malkin

Hon. Treasurer

Valued Partners in Building Community

Working together for the common good

It is no secret that when people and organisations who share a common goal work together, more can be achieved for the common good. We warmly thank our partners, sponsors and supporting organisations for the contribution made over the year, and look forward to continuing to build these relationships further into the future. Some are:



Rye and District Community
Financial Services Ltd.



Health
and Human
Services

Victorian Department of
Health and Human Services



Mornington Peninsula
Shire



Australian Department
of Education and Training



Victorian Department of
Education and Training



Pt Nepean Men's Shed



Prestige In home Care



Southern Peninsula
Basketball Association



Jack 'n Andys Op Shop



Blairgowrie Yacht Squadron



Rotary Club of Sorrento

BLAIRGOWRIE YACHT SQUADRON



Blairgowrie Community
Garden Group



Portsea Golf Club



Sorrento Basketball Club



Bunnings Rosebud



David Macfarlan Reserve



Penman Reserve
Refurbishment Group



Sorrento Primary School



Cómmunity 3942



St Joseph's Primary
School



Boomerang Bags

Sorrento Community Centre – Some of our COVID responses



Community Support

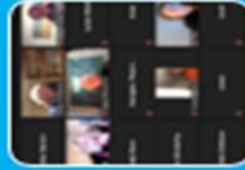
- Neighbour Connect program - 16 volunteers shopping for 20 people /week
- Weekly Psychologist; Free 'Phone Support Service
- Collaborated with 10 organisations

Sorrento Early Learning

- 625 hours of Childcare delivered, 5 days per week, supporting vulnerable children and families of essential workers.
- Weekly mail-outs with educational activities for children at home due COVID



Community Online



- Three hours of virtual programs per week
- Created Sorrento Community TV – to help community members keep connected
- Hosted a Virtual Town Hall for the upcoming local council elections

Volunteers



- 13 volunteers contributing 85 hours per week
- 1000+ masks made and delivered; donated to Rosebud Hospital, Second Bite, Rye Op Shop; proceeds donated to 4 local charities

Our Strategic Plan 2019 - 2022

1. COMMUNITY ENGAGEMENT

Community is engaged

More people use our wide range of activities and services more often.

2. WE ARE RECOGNISED FOR LEARNING EXCELLENCE FOR PEOPLE OF ALL AGES

- Sorrento Early Learning
- School-Aged Children
- Adult Learning

3. HEALTH AND WELLBEING

We encourage and facilitate healthy and active lives.

4. INTERNAL CAPACITY BUILDING

We continually develop skills and resources

5. BUILDINGS AND FACILITIES FIT FOR PURPOSE

Our facilities support our strategy for growth and community strengthening.

6. FINANCIAL VIABILITY AND ACCOUNTABILITY

We are financially strong, and continuously develop our skills and resources for growth

Manager's Report

Reflecting on the year under review, it is natural to consider it in two parts - full steam ahead and full stop - thanks to COVID19). With a full program brimming with a range of new activities, it was a disheartening to have to close our doors (except for Sorrento Early Learning), discard our unseen work, and 'pivot' to create a new operational environment in the form of new ways to meet community needs, whilst putting in place business continuity planning and associated policies, procedures, road-maps and grants to help meet our budgets. Highlights have been: our new branding, new website, YouTube Channel Sorrento Community TV, a new Facebook page, and weekly Newsletters to keep our community updated with COVID announcements.

We have created new programs to promote community connection and the mental health and wellbeing of our community: 'Time to Talk' free phone in service, *Neighbour Connect* program where willing volunteers came forward to support people 'locked into' their homes, online Art Therapy classes, Psychologist at the Centre, and continuing programs via Zoom such as Book Groups and the Drawing Group via email. Thank you to all of the volunteers who enthusiastically took up the challenge to move their walking groups and classes outside during the first Lockdown and online since. These have been important in keeping people connected, not only with their groups but with the wider community.



As has been evidenced throughout COVID, out of adversity comes some very special acts of kindness and generosity. Special mention needs to be made of our small band of volunteer sewers from our Sorrento Boomerang

Bag group who took up the challenge to make hundreds of masks at home - donated and sold—and have now donated thousands of dollars to local charities. Thank you also to IGA Blairgowrie for their generosity in providing floor space for the sale of masks.



Learning that local food support agencies were running short of supplies, the call out to the community to donate food for Second Bite and Vinnes and Food for All was met with the usual wonderful generosity of our community. It

is expected that once Job Keeper has finished next March, this need will be exacerbated.

Thank you to all of our volunteers who make our work possible, especially Brian who is an integral part of our everyday customer service.. Special thanks to my colleagues Deb, Erica, Bianca, Jacqui and the Early Learning team. They have been outstanding in the face of an ever-changing operating environment, and continued to hold dear the vision of the Centre, demonstrating every day how our values underpin all that we do.

Finally, my sincere thanks to Shane McMahon and all of the Board Members who have shown strong leadership and support throughout the year. Together we make a strong team, focussed on delivering on our strategic priorities that will surely take the Centre forward.

Heather Barton AM
Manager
Sorrento CC



Measuring our Impact*

Real Impact. Real Value.

Value to our communities from selected activities of Sorrento Community Centre (2019), equates to:

- For every \$1 of income, we have delivered \$2.18 worth of value
- For every \$1 of Neighbourhood House Coordination Program funding, we have delivered \$7.87 worth of value
- For every hour that the Centre is in use, over \$283.71 value generated
- Employment value: 5.38 FTE jobs (includes 3.9 direct and 1.5 indirect Full Time Equivalent positions) based on 147 hours total per week paid hours of employment



Value: Sorrento Community Centre provided in excess of \$624,160 of value to the community for 2019.

Includes: Improved quality of life through social connection (\$335,448), volunteer contributions (\$156,828), services (\$39,720), Early Childhood Education and Care (\$90,890)



Income: Services include computer/internet usage (\$1,440), room hire (\$37,920), upskilling (\$360) and auspicing other organisations (\$1,274)

** These calculations were conducted by Neighbourhood Houses Victoria based on data provided in the 2019 Survey using only determinable valuation methods. Calculation methods use existing research to calculate the most widely used approach for estimating quality of life benefits in economic evaluations (determined by Deloitte Access Economics)*



Art Therapy Online or in person



Drawing Workshop with Leigh



Very Snuggly Quilts



First Aid classes



Sorrento Community Centre

Connecting our Community

Contact Us

Call us for more information about our programs, activities and services

(03) 5984 3360

Visit us on the web at

www.sorrentocc.org.au

Email us:

admin@sorrentocc.org.au

Find us at

860-868 Melbourne Road

Sorrento VIC 3943

(Enter from Morce Avenue; car park behind IGA)



Sorrento Community Centre

Sorrento Early Learning