



Oh

ANNUAL REPORT 2018

Chairman's Message



Welcome to the Open House 2017-2018 Annual Report

This Open House report outlines some of the many achievements over the previous year and provides our supporters, staff, volunteers and participants confidence that their contribution is valued and critical to the success of the Open House Mission – **A Place to Belong.**

Often the acknowledgements in annual reports are left to the end credits, but I would like to start this year's report by acknowledging the contribution of our staff (and their supportive families), our CEO Paul (and partner Theresa) and the many volunteers, including the Board and their partners, who make Open House truly a place where people feel they belong.

In a world that increasingly disconnects relationships, the work of Open House continues to fill the gap and reconnects people in our community with a spirit of acceptance and belonging. The Christian basis for Open House is the expression of love and caring for others in need. The great paradox is that when we live true to this friendship ministry we are in turn blessed with a sense of meaning and purpose that surpasses worldly understanding.

We have much to be thankful for; the work of Open House has been blessed by volunteers with a variety of gifts including those who give diligently to provide the financial base for our work. Over the next few years as we see the decline in block funding and the further introduction of the National Disability Insurance Scheme (NDIS), the generous giving of our financial supporters will enable us to continue caring for people in a holistic manner regardless of their entitlement (or not) to NDIS funding.

In closing I want to acknowledge the significant work over the past few years in ensuring Open House has a strong underpinning of policies and procedures as well as robust risk management and Human Resource frameworks to support our charity status and government accreditation. While these aspects should never be the focus of our work, they provide a solid foundation for our operation and assist with good standards in service delivery.

In the year ahead, the staff and board will be reviewing our strategic plan to ensure we continue to be focused and diligent in our work. While our mission as an expression of God's love and caring remains constant, finding new and better ways to express this mission is responsible governance and stewardship.

Thank you for your continuing support and contribution to Open House.

A handwritten signature in blue ink, appearing to read 'G. Giuliani'.

Dr George Giuliani

CEO's Message



It has now been just over twelve months since we published the Open House book 'The Power of Friendship' if you've had the pleasure of reading it, you will know that it is packed full of remarkable stories, lives have been transformed because of Open House's unconditional offer of friendship - God's love in action. Some have commented "it is a fantastic read but is Open House still making a difference today?" My answer is an emphatic Yes! Lives have been changed year in, year out, since 1971, simply because **our people care.**

An example I would personally like to mention is one of our long term participants, Des Patterson. Des submitted a piece of art he created in the clubwork program for the Whittlesea show and Wendy managed to capture the moment when he saw that he'd won a prize and his smile says it all. This photo now hangs in my office as a constant reminder of the difference Open House still makes today. Throughout this report you will see many more examples of **lives changed.**



Last September we said a fond farewell to David Woods who stepped down from serving on the board since Open House first began. In honour of David and his wife Pam's many years of dedicated contribution, we held an afternoon tea and renamed the administration building "The Woods".

We also said a sad goodbye to Ross Clamp, a long-term volunteer who passed away after a long battle with cancer. People gravitated to Ross because of his quiet and gentle nature. He was a kind, caring, compassionate and wonderful encourager. He will be greatly missed by all.



I hope you enjoy reading the rest of this report. If you have any questions or are interested in getting involved in the life changing work of Open House - or you know someone that may benefit from our work - please get in touch.

Paul Burgess - CEO

Our Board

Open House is governed by a board of trustees that meet regularly to oversee the work and to assist the CEO in the setting and implementation of the strategic plan. Open House is in the privileged position of having an active board with a diverse range of skills, experience and expertise to govern Open House effectively.

Dr George Giuliani

Has over 35 years experience in welfare, employment and training services. He is the CEO of E-Focus – a training, employment and community development organisation. George brings a rich history of the origins and ethos of Open House, as well as skills in organisational management and detailed knowledge of the local service system. George and his wife Julie were early volunteers at the Drop-In Centre and live in centre at Ivanhoe.

Phill Sporton

Is a former Executive Director of Telstra. He brings a wealth of management skills and expertise from his work in the corporate sector. He is man with a heart for the disadvantaged.

Oscar Ruiz

Is a former Client Solutions Executive (IBM). He brings substantial managerial, computer and personnel skills and has a heart to see the ongoing development of the work so that people's lives are positively impacted.

Rex Anderson

Worked 33 years in the banking industry and is the former Administration & Finance Manager at Open House (2000 – 2009). Rex brings first hand insight and vision into the operations of Open House.

Rev. Melanie Moore

Is a hospital chaplain. She has a heart to see people grow holistically and brings valuable experience and insights from previously working at Open House between 1990 and 2000.

Tom Macdonald

Was a secondary teacher for 45 years and has been a volunteer in the YWMP at Open House for over 10 years. He brings a wealth of educational and practical experience and has a heart to see young people grow.

Barry Gunning

Worked for over 40 years in the public sector mostly in corporate and emergency. Barry brings a strong management and governance approach and has a passion for being involved with people who are disadvantaged.

Caroline Quinn

Has over 20 years' experience in business and human resources across a range of sectors and brings with her deep insight and empathy. She is the former Director of Human Resources at Telstra and is passionate about empowering people, particularly the disadvantaged.

Our Strategic Goals

Board members and staff recently participated in a Strategic Planning Day. The day was spent discussing and planning the future of Open House and the positive impact we can continue to make in our community. We talked about our goals, desires and vision for Open House in the year ahead and years to come. Below are the strategic goals that staff and board are committed to.



Board and Staff Planning Day

Meet our new Staff Members



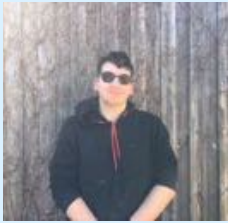
Jordan Wakelin - *Relationships Manager*

Jordan joined us in December 2017 and looks after our fundraising and publicity. Jordan has worked in both Sales and the not-for-profit sector. He is also the Youth Pastor at his local Church.



Nicole Riches - *Admin Support Assistant*

Nicole joined us in February this year, Nicole has worked in hospitality and the television industry. She is part of the services team and looks after reception and administration.



Nathaniel Nelson - *Trainee/Maintenance*

Nathaniel joined us in February this year. Prior to joining us as staff, he was a YWMP participant. His love for construction and carpentry brought him back to Open House.



Ashleigh Musiq - *Adele Trainee*

Ashleigh joined us in April this year as an Adele trainee after having volunteered in the girls program. She now works across all programs.



Joshua Kamal - *Youth Worker*

Josh joined us in July this year after regularly volunteering with us. Josh has a construction background and is a pilot instructor. He is passionate about helping young people learn and grow into their best selves.

Our Volunteers

Our volunteers are the life blood of Open House, without them we would not exist. We currently have over 60 active volunteers, but we always have room for more.

We currently have opportunities for drivers, help in the kitchen and those that enjoy sitting in and listening with people.

So if you or your family / friends would like to volunteer with us, we would be thrilled to have you on board.



If you wish to use your skills to practically serve the community of Open House please come in and visit, or email Open House at:
office@openhousecic.org.au

Volunteer Spotlight - Lance



Lance first got involved at Open House in **1972**. His involvement came out of a connection with George Farrington at St James Church. Lance started as a participant at the Ivanhoe Drop in Centre and then became a **volunteer from 1976 to 1980**.

Lance enjoyed the Drop in Centre, as he was able to talk to people and build positive relationships. It was at Open House that he formed a close friendship with Des; the two becoming friends through their love for writing and poetry. During the 1980's Lance's attendance at Open House declined due to his

work commitments. Last year Lance re-connected with Open House after reading the book - The Power of friendship: The Open House story.

He said he loves the name of the book as it communicates the acceptance that he has always felt at Open House. Reading the book motivated him to return to Open House and has now joined the Tuesday meal and bible fellowship. Lance is a highly valued participant and volunteer bus driver. He is great at connecting with people and building friendships.

PLAYGROUP



Throughout the year, the kids in Play Group have been busy making lots of noise; singing nursery rhymes and playing instruments. We have introduced a new structure into our program which involves exploring with the musical instruments, visual learning – using the characters from nursery rhymes – and body coordination; moving to the music and learning the beats. Both the children and adults alike, enjoy this experience and have a lot of fun singing, laughing and dancing together to the music.

Our mums, dads and grandparents enjoy Playgroup's relaxed environment – being able to casually drop in when they are in the area. They are also enjoying the friendships they are forming with one another whilst their kids play and interact together.

A highlight was a **'Teddy Bear's Picnic'** themed day, with the kids bringing along their teddies and participating in various fun activities, which included 'going on a bear hunt'. The bear is yet to be found.



Our kids waiting to go on a teddy bear hunt

PLAYGROUP

Here are a few more highlights for the year

- Kylie gave birth to her third child, a baby boy; Billy Jaxon.
- We welcomed back Emma (our former Adele trainee) and her beautiful daughter Indianna.
- We celebrated many, many birthdays.
- Throughout the year, we have seen a **20% increase** in our numbers.
- We **revamped our outside area**; putting in synthetic lawn, outdoor furniture and animal-themed black boards - made by our YWMP participants.
- During the school holidays - when playgroup wasn't running - we met up in local parks, to continue and strengthen the connections.



Our new outside play area

DANIELA'S REFLECTION IN HER TIME AT OPEN HOUSE PLAYGROUP

'I'm a very shy, stay home mum, who speaks English as a second language. When I moved to Macleod I only knew one person in the area, and my son was just as shy as I was about meeting new people. The play group run through Open House Christian Involvement Centres is a friendly, non - judgmental environment where I have met many mothers of all different ages and backgrounds. It's a great place to spend a few hours sharing tips and stories with like - minded mums who understand the pressures of parenthood. I really value the time we spend at play group and the friendships I have formed with the staff and clients.

HIGHLY RECOMMEND!



**Daniela's son
Thomas**

CLUBWORK

Clubwork is our friendship group led by Wendy, Harmony and many loyal volunteers. This program runs on Wednesdays and Fridays and gives our older participants a place to belong by providing support, conversation and fun activities, such as: cooking, craft, outings, singing, music and workshops.

Wow! What a year for Clubwork! In the past twelve months we have gone from strength to strength and the feedback from many of the participants is that Clubwork is the highlight of their week. As a result, they are inviting their friends and we are quickly out-growing our space, quite often overflowing into the big hall.

Our work with participants does not stop when they go home. We also provide support to many throughout the week by conducting home visits, accompanying them to various appointments and visiting them if they ever have spells in hospital.

Some of the highlights over the past year include:

- The visit from the 'Y entertainers' really impressed us with their impeccable singing and tap-dancing skills.
- The Metropolitan Fire Brigade came and educated us on safety in the home.
- Our trading table was hugely successful, raising significant funds for Clubwork
- Many participants entered artwork into the 2017 Whittlesea show and received glowing feedback and accolades.
- A great time was had by all when we attended the Diamond Valley Singer's annual performance.

CONGRATULATIONS!



We had the privilege of celebrating **Ken Fitzgerald's 90th birthday!**

What a wonderful milestone for Ken. We look forward to helping him celebrate his 100th birthday with him.

WHAT DOES OPEN HOUSE MEAN TO ME!

A Poem by Freda (A Clubwork Volunteer)

O - Open New Doors.

P - Peace of mind.

E - Enlighten

N - Nurturing

House - A family home, Bonus!! Like minded brothers and sisters.

'A real place to belong'

Clubwork

A place of love - filled with happy participants. Always wanting to please, asking very little in return. Participants make my day without them even knowing.

Happy smiley faces.

The joy of being able to knit 4 rows on a scarf, like a real pro.

Going on short walks when it's nice and sunny. Pointing out flowers from their childhood.

Not forgetting the colouring in books like real artists, doing a master piece.

Participants are over the moon with our aided cooking sessions, it's a real pleasure to see their happy faces.

Even handing out the lunchtime sandwiches are done with a happy face, just wanting to please.

All the above little feats done by our courageous participants help keep my feet firmly rooted to the ground.

Praising God for all the many blessings, at times, I take for granted.

I pray God will continue to Bless Open House for many years.

I found **'a Place to Belong'**.

Pray many more people will find Open House 'A Place to Belong Too'.

'True friendships blossom not in soil, but in happy well spent hours'.

Clubwork at Banyule Volunteer Awards



Open House's Clubwork program was recognised by the 2018 Banyule Volunteer Awards.

Congratulations to Wendy and the whole team for their continued excellent work in Clubwork.

Placement Student - Shradha Bangera



Ann-Marie & Shradha

I began my placement at Open House in August 2017. I was very nervous waiting for an interview with my supervisor and happen to come across a very humble and humorous man while waiting to get in for the interview. He later introduced himself as the CEO of open House and I was completely amazed at how down to earth he was.

I met my supervisor Ann - Marie and she was the most amazing woman in the team. I soon came to realize that Open House had a very friendly and positive working atmosphere which not only provided a great platform to learn but also had staff that were

staff that were extremely supportive during the learning process. All the staff members are extremely passionate about their work which inspired me every day and were always ready to help one another.

Open house helped me gain tremendous experience and knowledge through various programs. I particularly enjoyed the Bible Fellowship program and the School Holiday Programs. I was blessed to have my first placement at Open House and couldn't have asked for a better placement than this.

A Parent's letter to Open House

Our daughter has recently joined the OH family and whilst it has only been three weeks she has been so warmly accepted by all. For our daughter her experiences at OH are life changing. She finally has a place where she feels she truly belongs and is wanted. Every time she arrives at OH she is guaranteed a chorus of warm hellos from OH staff, volunteers and kids and her face just beams.

For this alone we are so very grateful.

With each week we watch our daughter's confidence and enthusiasm grow. She knows that at OH she will be asked to join in and her invitations to play will be accepted. She is also learning valuable life skills and building her independence. At OH our daughter is prepared to give everything a go and she knows she won't be judged if she is not so good at something. There is always someone there to help you. For my husband and I we are so excited for her to have something to look forward to and somewhere for her to go **where we know she will be safe and looked after.**

A big thank you to all your amazing staff and volunteers but the person we most want to acknowledge and thank is your amazing Youth Worker, Melanie. She is such an amazing role model for her and we are so grateful to her for taking her under her wing. Thanks to Melanie, our daughter **for the first time in her whole life feels wanted, needed and valued.** When I first met Melanie she was keen to know how she could help and I shared with her how lonely my daughter was and how much she craved to be included and wanted.

For us we desperately wanted to have something in her life for her to look forward to. I told her that at school her experiences are not so good, that no one looks for her and it is the same on the weekends and school holidays.

Melanie has gone above and beyond to help her and our family for which we are so truly grateful.

In our house Wednesday and Fridays are Mel days.

Finally on the way home from last Friday's OH drop in session she said:
"I love Open House, I feel comfortable and they really like me."

Thank you so much Open House

YOUTH PROGRAMS

Our School Holiday (SHP) has included activities such as arts and crafts, cooking, a trip to Werribee Zoo, a scavenger hunt and laser tag. It is great to see young people returning to the SHP and seeing young people from other Open House programs join in. The SHP is always lots of fun with plenty of games played, like rope tiggly, uno and dodgeball.

Our Tuesday Youth Workshop Mentoring Program (YWMP) have increased in numbers dramatically over the last 12 months. The group have been involved in giving new life to the garden boxes around the perimeter of Open House with the help of a local artist Mark. The group also learnt how to do acrylic pour with the help of a local artist Giselle, had fun cooking and attended the Banyule Council Youth Summit and 2018 Youth Plan.

Wednesday Fun Club always has a lot of fun being involved in arts and crafts activities and cooking interesting recipes! We are always playing games, painting or making things. The group recently made trinket boxes with help of Mark and Valerie which the group absolutely loved!

Friday Drop-In program runs every Friday afternoon from 3.30pm for primary school children and then from 6.30pm until 9pm for secondary school children. We run theme nights, movie and pizza events, and young people are always down for a fun game of uno, pool or ping pong.

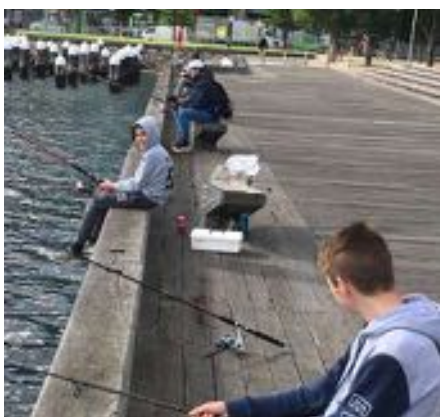


Here are a few of our activities

YOUTH WORKSHOP MENTORING PROGRAM 2017-2018

The adventures, excitement, thrills and skills have certainly continued well into 2018 in the Youth Workshop Mentoring Program (YWMP). New friendships, new experiences and new skills are some of the outcomes of the program this year and we have seen many new participants come through the doors and have enjoyed spending time with current and past participants as well.

Some of the highlights have been the Summer Camp to Sorrento with nine of us enjoying time in the sun, water, kayaks, fishing, exploring and bonding. Some of the other trips we have enjoyed include various street art locations across Melbourne, trips to the snow for tobogganing and snow play, fishing at Docklands and visits to The Shrine of Remembrance.



We continue to have some great cook ups at Open House including home made pizza (on the outdoor table the participants made) and the traditional South African Potjie around the fire to farewell Bethel, one of our friendly volunteers.



The Joey & Bat Sanctuary (JABS) in West Heidelberg were so grateful for the hard work the participants had put into designing, building, constructing and decorating fifteen new bat boxes as part of some community work within the program.



The participants really enjoyed laying the instant turf at Open House as part of the work experience component of the program. They all got stuck into it (literally) as it was very wet and muddy, but they put their minds to it and managed to lay it all in a few days and are now able to enjoy the benefits of lush green grass outside!



Looking forwards, we are excited about the upcoming Plug In Program which is set to take place in the second half of 2018. We are expecting to have eighteen new participants join us and to grow in their friendships, confidence and skills as well as experience some amazing opportunities and meet some of our amazing program partners including HealthAbility and Headspace Greensborough.

COMMUNITY GARDEN



Our community garden is coming along nicely, thanks to the fantastic efforts of staff, participants and volunteers. In the past year, we have seen the completion of the landscaping – turf has been laid, a garden shed erected and a fire pit added for entertaining outdoors: engaging the community. We have also laid paving, installed a walkway and added outdoor furniture, made by YWMP participants.

As we are also trying our best to look after the environment, we have installed solar panels, LED lights and now utilize a rain water harvesting system. We are always open to ideas on how best we can contribute to a better environment and your suggestions are always very welcome.

In Garden Club, our volunteers have been busy planting seasonal fruit and vegetables, which we are looking forward to harvesting. The volunteers are doing a wonderful job maintaining and developing the garden, and their efforts are evident as your stroll through the grounds, taking in the array of plants, flowers, fruits and vegetables.

With the onset of the warmer weather, we are all keen to utilize the garden fully and take advantage of its wonderful amenity. Please feel free to come by, have a cup of tea and let us show you around.



BIBLE FELLOWSHIP

Bible Fellowship takes place every Thursday afternoon from 1:30pm to 3:30pm (during school term). Every week we have different people leading in song and a study of God's word. We asked our participants to share a bit about their time at Bible Fellowship. Here is what they had to say...

Bible Fellowship has helped me tremendously over the years. **"It has given me a purpose and given me direction and life is rich in love and friendship"** from the help I've received from all my friends at Open House and Jesus Christ.

Also my doctor said that the Bible group is helping me and don't miss going to it.

Paul Gill

Open House is **a real place to belong.**

Came to Australia only one daughter here one overseas. I truly believe Open House and all my brothers and sisters were chosen for me by Almighty God. May God bless Open House

Freda Abrahams

The world doesn't see relationship as the most important priority. **Open House sees the whole person rather than the malfunction of the client.** Jesus only mixed with the sick people. The world practices zero tolerance. Open House practices forgive seventy times seven.

God Bless Open House.

John Horton

If you would like to come along and be apart of Bible Fellowship, you are more than welcome to join us.

Please call our office for more information

Ann-Marie Fife & Muriel Farrington



Hire Our Coffee Cart For Your Event



This year our coffee cart has represented Open House at various events which has generated interest in our work as well as bringing in a bit of income. More recently our coffee cart has become a permanent fixture at the bike hut at Malahang reserve on Thursdays.

We are now hiring out our Coffee Cart with our very own barista.

We support and use Fairtrade and organic coffee and our coffee cups are biodegradable.

Looking for a bus to hire?



For anyone needing to hire a bus, our 12 seater is for hire.

For further information on either the Coffee Cart or Bus Hire, please call our office.

PARTNERSHIP UPDATE

The last twelve months have been great for Open House with the incredible ongoing support of organisations such as: Bendigo Bank – Heidelberg and East Ivanhoe, Miles Real Estate, Banyule City Council, Morris Kleeman and The Newsboys Foundation.

This year also saw the formation of new partnerships between Open House and the Victorian Education Department, which led to the creation and funding of a new program called Plug-In. Plug-In specialises in assisting at-risk students and school leavers with students coming from a number of local schools including: Macleod College, Bundoora Secondary College and Montmorency Secondary College.

We would also like to thank all the various local churches for all their generous support. We are extremely grateful and deeply encouraged by this ongoing support because for Open House to remain Christian, we need to work with Christians.

At Open House we are a family and a place for people to belong. We have been able to exist since 1971 because people have been moved by the life changing work that we do and continue to partner with us. I would like to sincerely thank everyone who has partnered with Open House either financially or through prayer.

Thank you for enabling us to continue to walk in faith, to see people's lives positively impacted and to continue to be a place for people to belong.

Matthew 22:37-39 (ESV)

Jesus replied, 'You must love the Lord your God with all your heart, all your soul, and all your mind.' This is the first and greatest commandment. A second is equally important: 'Love your neighbour as yourself.'

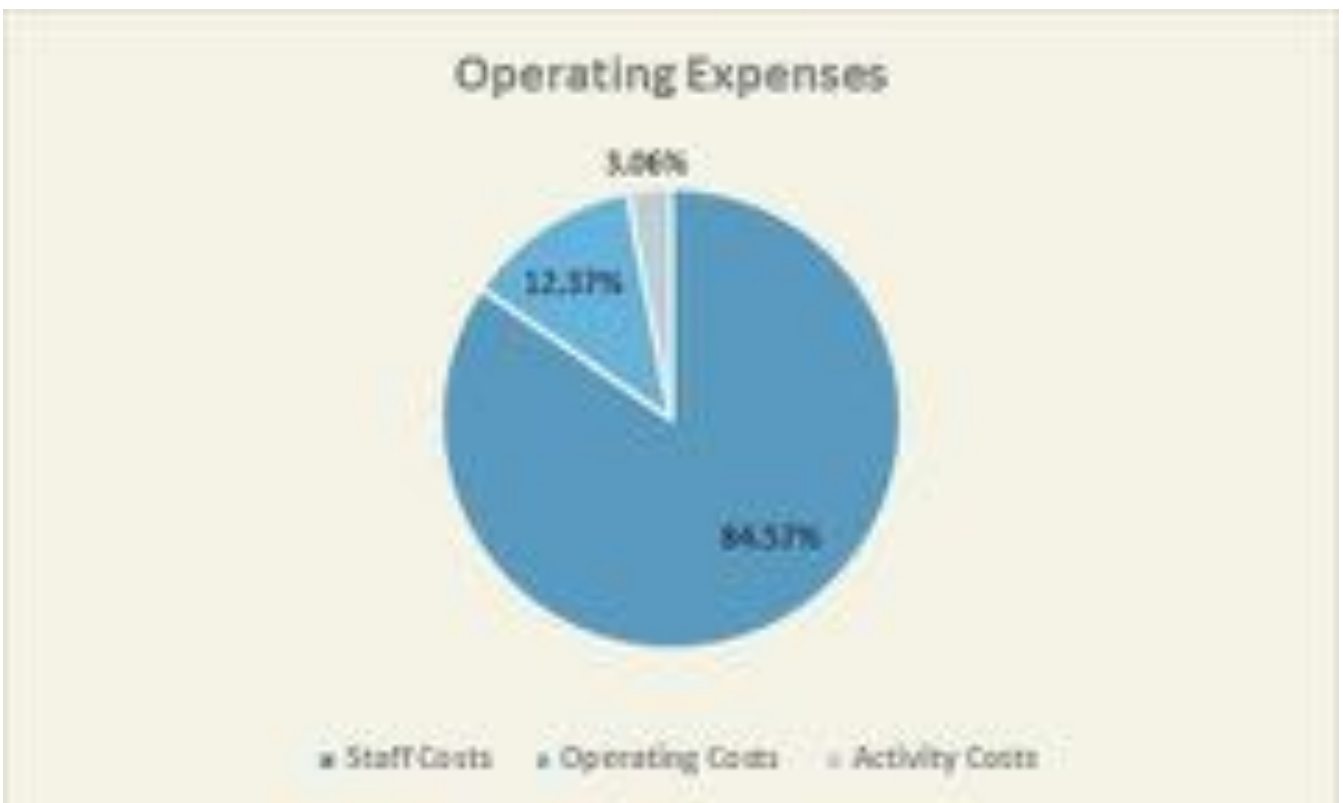
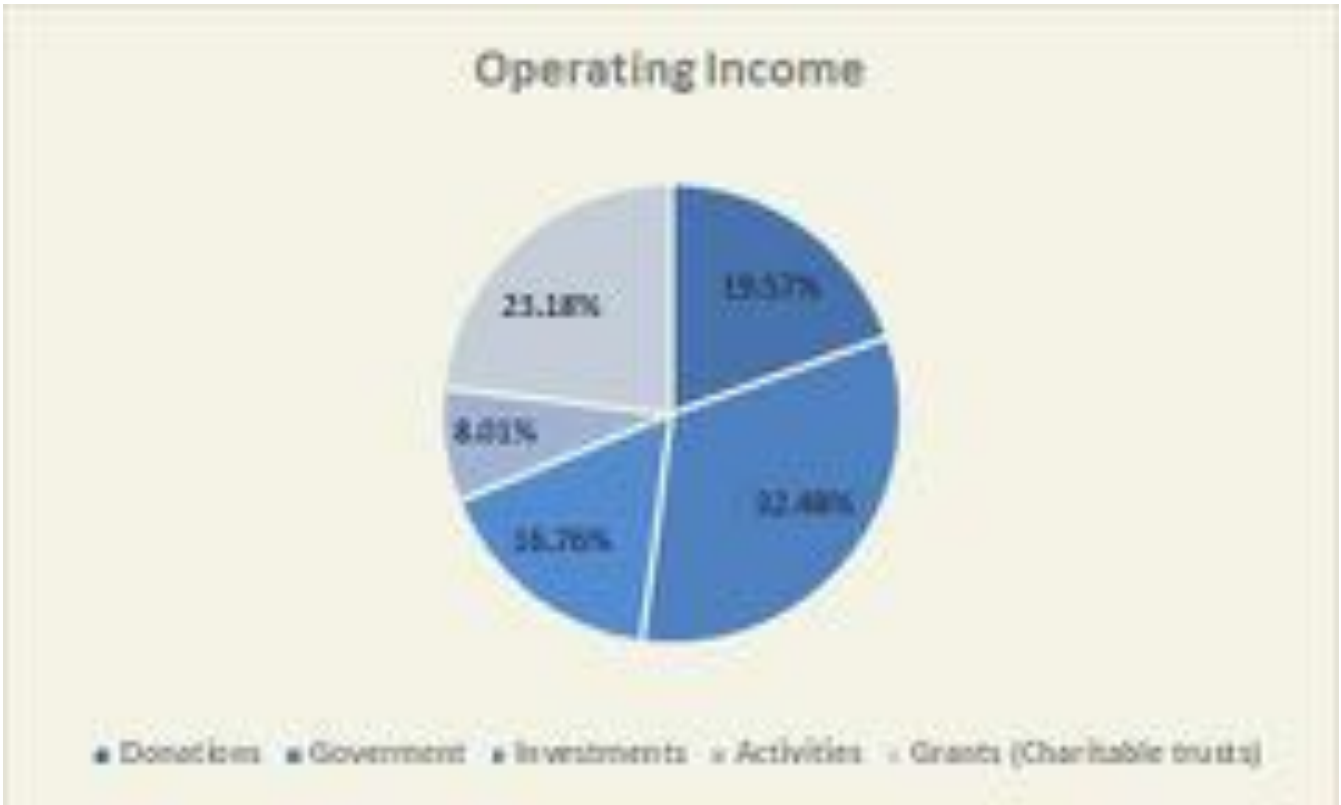


Jordan Wakelin

Relationships Manager

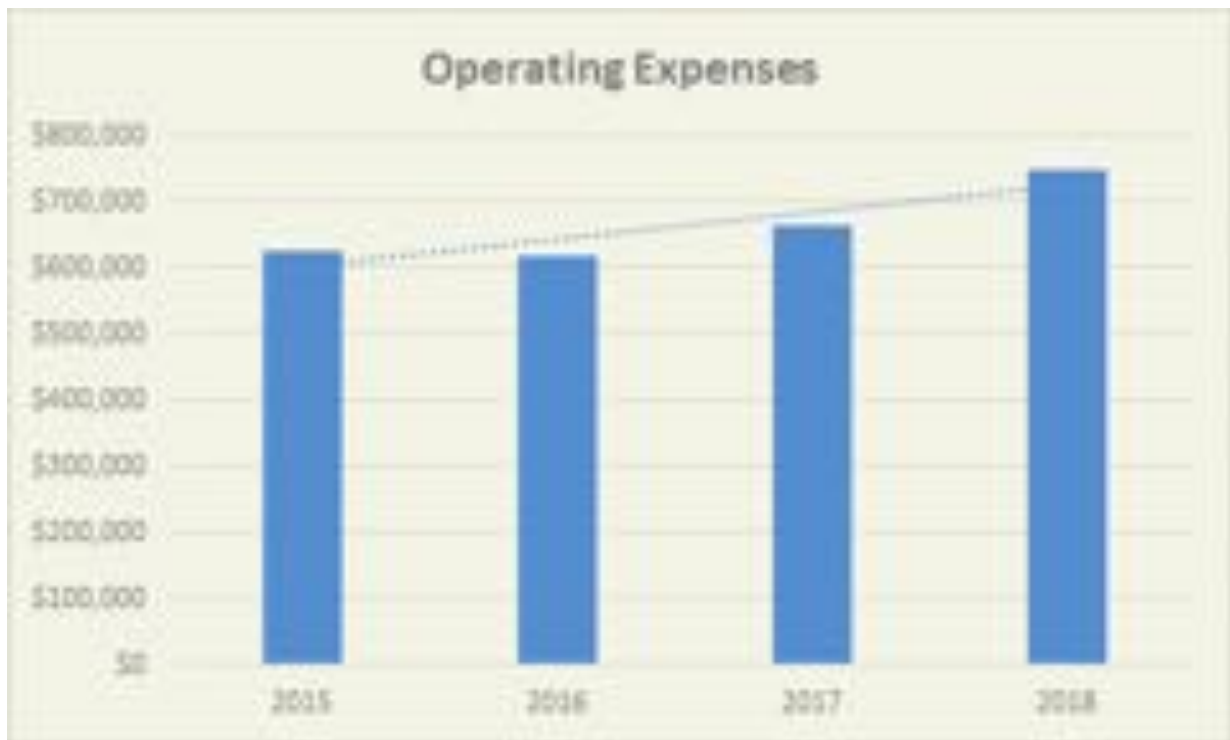
FINANCIALS

Our revenue comes from multiple sources. The bulk of our expenses are the salaries and related costs of our team providing programs and services



FINANCIALS

The following graphs show operating revenue and expenses over the last four years.



*** We have changed our accounting policy in relation to the recognition of income received in advance. The new policy has been applied retrospectively and comparative figures have been restated accordingly ***

Leave a Legacy

Here at Open House, we see firsthand how extraordinarily difficult life is for a lot of people. Open House's ability to help is to a large extent based on our very loyal supporters who have been with us over these past 47 years.

In continuing the work of Open House and sustaining it in years to come, we warmly introduce to all our compassionate supporters and friends a new initiative called:

LEAVE A LEGACY

Leaving a gift in your will, but not before taking care of your loved ones first.

Your gift will change many a life at Open House and make a lasting difference.

For more information on how you can leave a legacy please contact:

**David Woods
(03) 9450 7600**



Somewhere to belong

Financial, In-Kind and Prayer Supporters

We are extremely grateful for the many generous financial donations and the provision of pro bono services received in support of the work of Open House. In expressing our thanks, we do not list individual personal donations for reasons of both space and anonymity.

Churches and Affiliated Groups

Anglican Men's Society - Bill Brady Organisation

Banyule Network of Churches

Fairfield Trust - The Properties Corporation of the Churches of Christ

Gresswell Uniting Church

Planetshakers

Rosanna Baptist Church

Rosanna Uniting Church

St. James' Ivanhoe

St. Johns' Diamond Creek

St. John The Beloved Liberal Catholic Church

St. Katherine's St. Helena

The Order of St John of Jerusalem

UniHill Church

Uniting Church - Heidelberg & Ivanhoe

Philanthropic Organisations

Gospel Resource

Inger Rice Foundation

Iris & Ken Baldwin Foundation

Newsboys Foundation

Sandi Foundation

William Angliss (Vic) Charitable Fund

Heidelberg Court Fund

Business Houses

ARM - architectural services

Banyule City Council

Bendigo Bank Community Enterprise Foundation

Bendigo Bank Heidelberg/East Ivanhoe Community Bank Branches

Dr Marcus Ford - dentist

E-focus Training

Grilled Northland

Macleod Village Traders (Little Free Libraries)

McCracken & McCracken - legal services

Miles Real Estate - Ivanhoe and Rosanna

Morrison Kleeman Real Estate - Eltham

Redlec Electrical Services

Rock Self Storage

Soroptimist International Of Deakin University

Community Groups

Contact Bundoora Community Centre

Diamond Valley Singers



PARTNER WITH OPEN HOUSE

Since 1971 Open House Christian Involvement Centres has been positively changing peoples lives, by tackling social isolation head on.

The work that started all the way back in 1971 still continues to this very day.

As we look to the future it is our hope and prayer to reach more and more people that need Open House, that need a place to belong, and to do this we need to continue to look towards the future and expand.

No matter how much, or how little you can give, any donation is welcome, and all donations to Open House are fully tax deductible.

We sincerely thank you for prayerfully considering to partner with Open House and thank you for reading our **2018 Annual Report**.

Ways to Give:

Bank Transfer:

Account Name - Open House Christian Involvement Centres

BSB - 633 000

Account Number - 155054588

Cheque:

Please make all cheques out to Open House Christian Involvement Centres and send to:

67-71 Strathallan Road, Macleod VIC 3085

Credit Card:

To give via credit card please go to:

<https://www.openhousecic.org.au>

or fill out the attached Donation Form

Open House Christian Involvement Centres

67-71 Strathallan Road, Macleod VIC 3085, Australia

(03) 9450 7600

www.openhousecic.org.au

ABN: 13 005 130 272