




NHV Assist

HR and IR for community organisations



2021-22 ANNUAL REPORT



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ABOUT NHV ASSIST

The idea for NHV Assist came about as a result of conversations with Neighbourhood Houses across Victoria, highlighting the real need for HR and IR support. The kind of support specific to the unique and sometimes complex nature of the Neighbourhood House sector.

As a result, in July 2021 NHV Assist Limited was launched to provide the much needed specialised HR and IR support for community-based organisations including neighbourhood houses and community centres, adult community education providers and early childhood providers.

NHV Assist Limited is a Public Company Limited by Guarantee owned entirely by Neighbourhood Houses Victoria Incorporated. It is also a registered charity with the specific purpose of supporting the effectiveness of charities and not for profit organisations that advance social or public welfare and other purposes beneficial to the Australian public.

The service operates on an annual subscription model and provides support with recruitment, HR case management and troubleshooting, legal advice and support for IR matters, mediation and Employee Assistance Programs (counselling).

DIRECTORS



Nicole Battle

Nicole became Chief Executive Officer of Neighbourhood Houses Victoria in May 2018. She is responsible for overseeing the overall strategic operations of Neighbourhood Houses Victoria and providing effective leadership for the sector. This includes ensuring a strong culture of governance and accountability, and advocating to government and other external stakeholders to ensure the sustainability of the Neighbourhood House sector now and into the future.



Greg Ferrington

Greg has been involved in the sector for over 25 years in Victoria and Queensland. He is the Manager of Wyndham Park Community Centre, a board member of Duke Street Community House, and is also the Chairperson of the ACFE Regional Council - North West Melbourne. He has previously worked in the disability employment and education sector and has managed social enterprises.



Merial Clark

Merial was the Network Manager for Network Inner East Community Houses for seven years. She has had extensive experience in the Neighbourhood House sector across Australia having been employed in the sector since 2000.



Staff: Sonya Davis

Sonya is responsible for expanding human resources knowledge, skills and services across the sector, and overseas the HR/IR subscription service NHV Assist.

MANAGER'S MESSAGE

The last few years have been tough with all the lockdowns and the associated challenges they brought to the sector. Yet once again Neighbourhood Houses have shown their resilience and stepped up to the challenge.

Fortunately, we have finally been able to get out and about and it has been a real joy to connect with people face to face. I've had the privilege to attend AGMs, celebrations for Women's Day and Earth Day and the Biggest Morning Tea, among others. Everyone made me feel so welcome. Thank you to all of you who made it possible! This year we launched our managerial backfill service for Neighbourhood Houses, giving organisations some much needed breathing space in instances where a manager has resigned or retired, and they needed more time to recruit the perfect candidate who would bring their vision to life.

We are working to further expand this service and we are grateful to all our subscribers who have helped shape the direction of the business.

We have continued to provide support to Houses in all matter HR, navigating the complexities of the Awards and the various Enterprise Agreements. We have developed and implemented recruitment strategies for organisations, and navigated restructures with our members. It has been quite a ride.

I look forward to continuing the journey with all of you in 2022.

Sonya Davis
National Manager

THE RESULTS

65

subscribers

35

of these have signed up to the EAP service



The information and direction you provided was extremely helpful and we will be able to adapt this very quickly. It is so reassuring, managing a complex Community House, that we are doing ok!

Tracey Burt, Caulfield South Community House



I started as new manager in the Neighbourhood House sector just over 12 months ago and so was very much in the 'learning the business' stage. The team have been great, always available and happy to chat through any support issues I have needed along the way. They have also provided me with a variety of useful job description templates and mentored me in the process of performance reviews. If you are looking for a good Employment Assistance Program (EAP), NH Assist can help you with that as well. Their pricing structure is super competitive. I can't recommend NHV Assist highly enough.

Joe Cassar, Sussex Neighbourhood House



NHV Assist provided fantastic help when we were going through a restructure. It was great to be able to call on their expertise.

Rebecca Smith, Kensington Neighbourhood House

FINANCE REPORT

NHV Assist Limited as at 30 June 2022

Prepared by
Cameron MacRae

PROFIT AND LOSS

1 JULY 2021 TO 30 JUNE 2022

Income	30 JUNE 2022	30 JUNE 2021
BASE SUBSCRIPTION ¹	36,410	21,558
EAP SESSION INCOME	521	-
EAP SUBSCRIPTION	11,051	9,002
EXTERNAL BOOKKEEPING	438	-
INDUSTRIAL RELATIONS SERVICES ²	11,790	1,215
INTEREST INCOME	39	29
MEDIATION SERVICES ³	1,710	32,976
POLICY REVIEW AND DESIGN	1,200	-
RECRUITMENT	870	1,206
RESTRUCTURE SUPPORT	-	3,500
SALES	480	480
STRATEGIC PLANNING	4,000	-
TOTAL INCOME	68,509	69,966
GROSS PROFIT	68,509	69,966

Less Operating Expenses

ANNUAL LEAVE AND LSL CHANGE ⁴	4,220	378
ASIC - FEES	512	-
CONTRACTED SERVICES ⁵	60	22,100
DOCUMENT AND SEARCH COSTS	-	196
EAP USE BY CLIENT AT COST	2,920	4,580
EMPLOYMENT ADVERTISING	1,150	1,660
INSURANCE	825	825
INTERNAL LEGAL EXP	1,389	-
IR LEGAL EXP - ONCHARGED ⁶	11,250	28,493
OFFICE EXPENSES	516	-
ROUNDING	1	1

TABLE CONTINUES ON NEXT PAGE

STAMP DUTY	80	80
STATIONARY & DIGITAL ACCESSORIES	245	-
STRIPE GATEWAY	11	35
SUBSCRIPTIONS	651	429
SUPERANNUATION ⁷	5,287	429
TRAVEL - NATIONAL	105	56
WAGES AND SALARIES ⁸	52,806	4,467
WEBSITE AND EMAIL	759	-
WORK COVER PREMIUM	214	-
TOTAL OPERATING EXPENSES	82,999	63,729
NET PROFIT	(14,490)	6,237

Notes

1: 168% increase in base subscription fees

2: Some of the 'Mediation' Services have been more accurately captured in IR Services.

3: The almost complete drop off here is attributed to the better classification of IR and resolution of 3 significant mediations that have not been replaced.

4: For a best picture of NHV Assist performance, AASB processes, including income in advance and expending leave have been observed.

5: This links to the reduction in income for Mediation Services

6: As with income, this represents a clearer link between actual IR (rather than just mediation) services.

7: Super and Wages brought into NHV Assist completely for the first time this FY. While the impact is significant it now guides the subsequent year targets

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BALANCE SHEET

1 JULY 2021 TO 30 JUNE 2022

Assets

BANK	30 JUNE 2022	30 JUNE 2021	30 JUNE 2020
NHV ASSIT LIMITED C/ACCESS	3,939	2,902	-
NHV ASSIST LIMITED SAVER	19,525	29,491	-
TOTAL BANK	23,464	32,393	-
CURRENT ASSETS			
ACCOUNTS RECEIVABLE	2,706	5,199	-
TOTAL CURRENT ASSETS	2,706	5,199	-
TOTAL ASSETS	26,170	37,592	-

Liabilities

CURRENT LIABILITIES			
ACCOUNTS PAYABLE	1,856	429	-
GST	696	1,678	-
LOAN FROM MEMBER ²	16,978	16,219	5,818
PAYG WITHHOLDINGS PAYABLE	1,228	942	-
WAGES PAYABLE - PAYROLL	1,337	721	-
TOTAL CURRENT LIABILITIES	22,095	19,990	5,818
NON-CURRENT LIABILITIES			
ANNUAL LEAVE	4,375	303	-
INCOME IN ADVANCE	13,548	16,805	-
LONG SERVICE LEAVE	224	76	-
TOTAL NON-CURRENT LIABILITIES	18,147	17,184	-
TOTAL LIABILITIES	40,242	37,173	5,818
NET ASSETS	(14,072)	419	(5,818)

Equity

CURRENT YEAR EARNINGS	(14,490) ¹	6,237	(5,818)
RETAINED EARNINGS	419	(5,818)	-
TOTAL EQUITY	(14,072)	419	(5,818)

Notes

¹: Post COVID reduction in external costs, bringing 80% of Manager wage cost into NHV Assist has (with the original loan accounts) resulted in a negative equity as at the end of FY.

²: Slight increase in loan account is direct paid website costs from NHVvic that have now been brought over to NHV Assist.



NHV Assist

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nhvassist.com