

Kensington Neighbourhood House EST 1975

ANNUAL REPORT 2021



chairperson's report

"Change is the law of life, and those who look only to the past and present are certain to miss the future" John F. Kennedy

When I think of 2021 at Kensington Neighbourhood House (KNH) the word that keeps coming back to me again and again is 'change'. Change of plans, changing of the guard, change that feels out of your control.

After such a strange, challenging but ultimately affirming 2020, myself and the Board really did start the year invigorated and ready to support the bestest little community organisation to put the year's difficulties aside and roar back to life. But as our 'new normal' has taught us, you really have to be prepared for anything.

Everyone had hoped the worst of COVID-19 was behind us, but February, then May, then July, then August to October took that story in a different direction. It almost feels surreal to think that we were officially in lockdown in 2021 for 108 days. What struck me during these times was how the team at KNH took challenges in their stride – building on the lessons of 2020 and showing just how agile the organisation is and just how deep an understanding it has of the needs of the community.

To successfully steer such a bumpy ride, you need really amazing captain – and KNH certainly has the very best at the wheel. After nearly seven years as our Community Education Coordinator and many times ably stepping in to be Acting Manager, Bec Smith formally became the Manager of KNH in June 2021. The transition after our previous Manager Carolyn Webster departed was not without its ups and downs, but in Bec's brilliantly capable hands we've steadied the ship and are now charting a course for great things.

I'd encourage you to have a look at our new Strategic Plan when you can to see the kind of great things we'll be focusing on in the coming few years. I'd like to thank all of the brilliant staff and my fellow Board members for their time, energy and ideas while we shaped the Plan late last year.

Speaking of brilliant staff, I'd like to take a moment to welcome our new (ish!) Community Education Coordinator, Freya Dixon, who started with us in July 2021. Freya has already brought so much enthusiasm and so many great ideas to KNH – it's wonderful to have you on board. Extra special thanks too to our Community Development Coordinator Esther Sadek and our Administration Officers, Kerrie Jones and Karen Potts for their incredible hard work and dedication throughout a couple of really 'unexpected' years, and for being such superstars in supporting Bec into the Manager's role.

chairperson's report cont.

The year of changes has meant we have also said goodbye to some brilliant team members. This year we made the difficult decision to cease providing our long running Morning Childcare Program due to a decline in enrolments. With the program ending, our wonderful childcare educators Iza Davies, Sahar Abubaker, Asha Ali and Carole Wigglesworth left KNH in December. I'd personally again like to say a huge thanks for all of your care, kindness and guidance of Kensington's littlest ones.

Our Board is also not immune from some major changes, with no less than four of our crew departing either late last year or at our upcoming AGM.

Akhila Nagaraja left us in December to take up an amazing work opportunity in Paris; Edith Chen retired from her role at the end of the year just short of her six-year term ending; and we will shortly say goodbye to both Kate Riches and Andrew Carra (our brilliant Treasurer). Thanks all for your hard work, support and friendship over the years – you'll be greatly missed.

So, we bravely set sail on 2022 aware that changes, some scary and challenging, may occur but can feel confident that we have many great things on the horizon. We're especially looking forward to exploring new ways that we can support children and parents, to developing new relationships and partnerships across the neighbourhood and to welcoming new faces into KNH. Onward and upwards!

"Today was good. Today was fun. Tomorrow is another one."

- Dr. Suess

STEVEN WEIR

Chairperson



manager's report

Well, 2021 was not what we expected!

Tumultuous doesn't quite cover it. 2021 was one of the most challenging years in recent memory for Kensington Neighbourhood House. However, our amazing staff and hard-working Board stayed focused on the important things – putting people first and ensuring KNH remained at the heart of our community.

The first few months of the year found us short-staffed as we searched for a new Manager and at the same time worked hard to complete and deliver a number of important grant projects carried over from 2020. It was wonderful to see our "Thriving Families" parenting program come to fruition and "Sharing Stories" – a covid recovery peer support program – rolled out early in the year.

Having always loved my role as KNH's Community Education Coordinator, I was initially reluctant to step into the Manager's shoes. However, after 7 months as Acting Manager, it seemed like the right move and in June 2021 I was formally appointed to the role. Lesson to self: Be brave and just do it!

After recruiting a new Education Coordinator, Freyja Dixon, and Study Support Coordinator, Nicole Johnson, things began to settle down. For one glorious week we had a full complement of staff and everyone was on site. Then came lockdowns #5 and #6. It is a credit to both Freyja and Nicole that they barely skipped a beat – taking remote work in their stride and implementing new programs to support learners across all age groups.

Likewise, Community Development Specialist, Esther Sadek, our brilliant Admin Team of Kerrie Jones and Karen Potts, and our many specialist teachers stepped up yet again to support community members through months of lockdown.

I am very proud of the work KNH carried out during 2021. There are too many highlights to list here (see page 4 for all the details), but the overwhelming feeling was one of forward momentum, focus and purpose. This was clearly felt by our participants. When asked what they valued most about KNH, the words "People", "Help", "Support", "Friendly" and "Community" came up again and again. This was heartening to hear. During a year when many individuals and organisations turned inward, KNH remained outward focused and responsive.

manager's report cont.

We ended 2021 by making the very difficult decision to close the KNH Morning Childcare Program. After multiple years of declining demand for the service, it was time to cease operating as a registered childcare provider. Childcare in one form or another has been part of KNH since 1975, so this change was significant. However, it was the right thing to do for our organisation. My thanks to the staff, parents and children who have supported the Morning Childcare Program over the years.

I'd also like to thank the KNH Board for their unwavering support during 2021. Their willingness to engage with challenges and actively collaborate on solutions provided enormous support as I took the leap out of my comfort zone and into the management role.

I'm looking forward to a productive and far less tumultuous 2022!



REBECCA SMITH

Manager

year at a glance

\$25,840

community value provided
in just 4 days under COVID-19
restricted settings!*

51

nationalities represented
across our programs

31,200

food & household items
distributed through the
McCracken St Food Share
Pantry

91

volunteers supporting our
activities

5

grassroots community
organisations auspiced

697

people participating in
education, recreation, health &
wellbeing programs

16

grant funded projects
delivered on time and within
budget

12,000kg

of fresh produce provided to
seniors in public housing

2

advocacy campaigns
conducted on local issues

7,590

hours of pre-accredited
training delivered

*2021 Neighbourhood Houses Survey, NH Vict

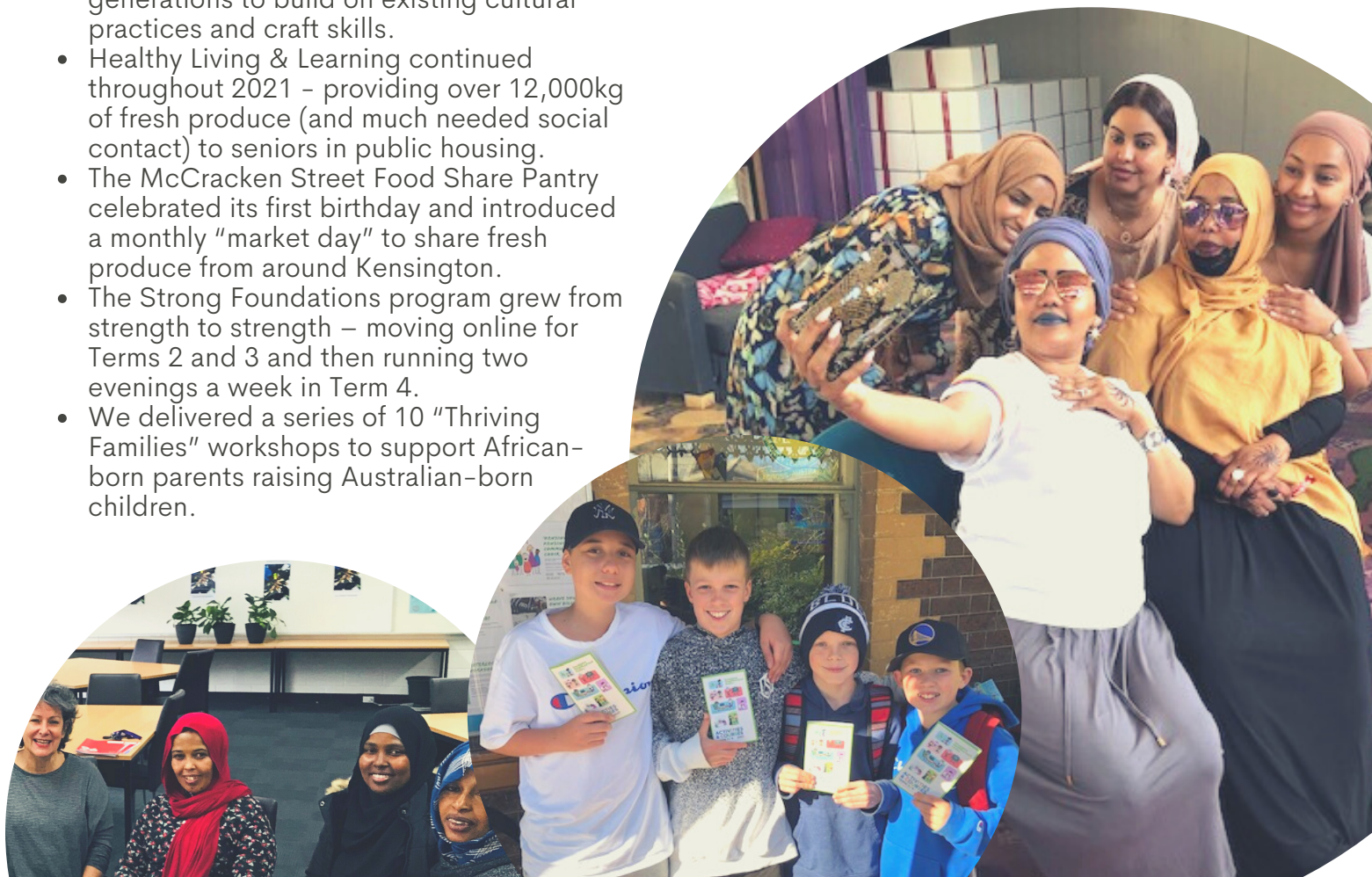
programs, activities & highlights

PROGRAMS

- Despite pandemic restrictions and the inability to open to the public for many months, there were 697 enrolments in KNH programs.
- We delivered 84% of our contracted ACFE hours - moving to remote delivery for 3 out of 4 school terms.
- The Reading & Writing For Work course was combined with our Rhyme Time Playgroup. This introduced a new cohort of learners to KNH and enabled mothers to study while children played.
- Kensington Sister Circle continued for another year with 7 gatherings held - 2 in person and 5 online.
- We delivered 28 activity sessions via our Threading Stories project - creating a new way for women from diverse backgrounds to come together, develop friendships and provide peer to peer support.
- Our Spaces to Create project engaged Kensington women across three generations to build on existing cultural practices and craft skills.
- Healthy Living & Learning continued throughout 2021 - providing over 12,000kg of fresh produce (and much needed social contact) to seniors in public housing.
- The McCracken Street Food Share Pantry celebrated its first birthday and introduced a monthly "market day" to share fresh produce from around Kensington.
- The Strong Foundations program grew from strength to strength - moving online for Terms 2 and 3 and then running two evenings a week in Term 4.
- We delivered a series of 10 "Thriving Families" workshops to support African-born parents raising Australian-born children.

EVENTS

- Our Study Support children celebrated a long-awaited return to school in Term 1 with a pizza party.
- We celebrated Cultural Diversity Week with a morning tea and the launch of our "welcome" signage in the foyer - decals in 16 languages from 21 community members.
- Neighbourhood House Week was celebrated with social media posts across five days - acknowledging "our community heroes during covid".
- Volunteer Week focused on case studies of individual volunteers across diverse program areas. We also provided free Mental Health First Aid training for 10 volunteers.
- The Eastwood Street Community Garden was established and launched.
- Refugee Week was celebrated with a morning tea and discussion with the Level 2 English students. Catering provided by a refugee-run business.



INNOVATIONS & EXCELLENCE

- Our Study Support & Strong Foundations Program was a finalist at the Centre for Multicultural Youth Education Awards in the "Outstanding Community Based OSHLSP Category".
- Manager (and former Education Coordinator), Rebecca Smith was a finalist in the "Learn Local Leadership" category at the 2021 Learn Local Awards.
- Bec was also featured in a podcast called "Narratives of Neighbourhoods" for Melbourne Music Week.

PARTNERSHIPS

- KNH led a KCN initiative to survey Kensington residents about their needs "post-covid".
- We continued to work with the Inner Northern Cluster of Neighbourhood Houses.
- Partnered with Wingate Avenue Community Centre and North Melbourne Language & Learning for a successful Jobs Victoria Employment Service tender.
- Partnered with WACC and NMLL for a Skills First Reconnect project – enabling our three centres to share a social worker assisting adult learners with complex needs.
- KNH was an active member of CADI (Community Agencies for Digital Inclusion) – advocating for low cost wifi internet access for public housing residents.
- Continued to partner with 78 Seniors, Unison, Hotham Mission and coHealth to deliver the HLL Program.
- Unison, KNH and The Venny nominated community member Marwo Salat for a Multicultural Excellence Award. She won.
- Provided auspice support for The Kensington Compost Hub, Community Farm, Pop-Up Repair Hub, Kensington Bike Workshop, the Kensington Women's Dinner and Transition Towns Kensington.
- Assisted the City of Melbourne with community consultation for the proposed Kensington Stockroute Food Walk and Participate Kensington neighbourhood plan.

FACILITIES

- Solar panels were installed, improving our environmental sustainability and reducing our electricity costs.
- A Stronger Communities grant from the Federal Government enabled the purchase of 8 additional laptops and a second charging station.
- An IT audit was conducted and office desktops upgraded to allow for greater efficiency.
- We introduced tap-and-go payments via a Square terminal, allowing for easier collection of payments.

ORGANISATION

- The annual staff satisfaction survey revealed that 93% of staff were satisfied with their role at KNH and 100% of staff felt that their workload was "about right".
- A new Study Support Coordinator role was established to oversee the Study Support and Strong Foundations programs.
- Board and staff participated in a "Digital Vision for KNH" workshop facilitated by Together Apart – mapping out digital priorities for the next few years.
- KNH continued to co-convene the Kensington Community Network (KCN) and the Inner West Children & Youth Network – meeting regularly throughout the year.
- All Board members and 16 staff participated in a fantastic strategic planning consultation in preparation for our 2022-2024 plan.
- We were supported by over 90 volunteers, aged 16 to 81, contributing to everything from garden maintenance to pantry stocking and online tutoring.



student of the year

2021 was a year that required patience, resilience and a great deal of self-reliance. These are all qualities demonstrated by Daina Ozolins, our 2022 Student Of The Year.

Daina attended her first class at KNH back in 2014 when she enrolled in a beginners' computer class. Over the years Daina has been an active participant here – attending many programs, particularly art, meditation and mindfulness activities. During 2021, Daina took her studies to a whole new level – both in terms of formal learning and building new life skills.

At the beginning of the pandemic, Daina was one of many community members without internet access. Her only device was an analogue phone. Kensington Neighbourhood House gave Daina an iPad and staff showed her how to connect to the free wifi on the front veranda. It wasn't long before Daina was mastering email, tele-health appointments and google searches. She also participated in an online Tai Chi class and online Choir group.

Later in the year, as lockdowns continued, Daina joined our Tuesday Afternoon Art class – working via Zoom with our art teacher, Laura Stevenson, and a group of creative women to practice mindfulness through art making.

While many in Daina's position would have given up and stayed indoors all day, Daina made the effort to get out and about and connect with others.

"During the endless lockdowns, when we couldn't open our doors, it was great to see Daina out on the front porch practicing her Tai Chi over Zoom. Her commitment to getting out of her flat and keeping in contact with people was inspiring," says Esther Sadek, Community Development Specialist.

Once we were finally able to open our doors to the public, Daina was keen to get involved in face-to-face activities. She became an active member of our Threading Stories group and also attended Healthy Living & Learning activities.

"During Threading Stories sessions, Daina is a great "connector"", says Esther. "She can speak Mandarin and acts as an unofficial interpreter for some of the elderly Chinese participants. It helps them to feel much more comfortable in the group."

Having forged strong connections at KNH, Daina is now giving back to our community by volunteering as a helper in our Creative Art For Kids classes.

We love having Daina as part of our KNH family and hope she continues her learning journey with us for many more years!



DAINA OZOLINS

volunteer of the year

Lillian Hull could just as well have been our Volunteer of The Year in 2018, 2019 or 2020 – that's how long she has been supporting our community at KNH!

Lilli's first volunteer role was as a tutor in our Family Literacy Program, providing intensive literacy support to young school children along with their parents. From 2018 to 2020 she worked with multiple families to build reading skills and encourage a love of learning. Lilli was also one of the first to put her hand up for "extracurricular" volunteer roles – fetching, carrying, and assembling stalls at the 2019 Kensington Community Festival.

When the pandemic put the Family Literacy Program on hold, Lillian could have retired from volunteering. Instead, she chose to join Study Support and Strong Foundations, where she has become a vital part of the program.

"Strong Foundations is a place for kids to come where they feel like it's ok to make mistakes. For me as a volunteer, I like to focus on helping build confidence in their reading and writing skills. It is wonderful to watch kids come out of their shells once they realise that their skills are stronger than they think!" says Lillian. When I was a child my family moved cities quite a bit, so because of my disrupted schooling I had to do one-on-one tutoring in primary school. It wasn't an enjoyable experience for me. I wish we'd had access to something like Strong Foundations back then."

Our Study Support Coordinator, Nicole Johnson, has loved having Lilli on board. "When I started working at KNH in June 2021, Lilli was the volunteer tutor who welcomed me with open arms, made me feel comfortable, and was great to have a laugh with. Her dedication, commitment, and outstanding support that she provides to the students is something to be admired. 2021 was a challenging year due to the impact of Covid-19, and her willingness to evolve with the program in an online setting was just the support and encouragement that I needed! I feel an overwhelming sense of pride when I see Lilli working in the program and alongside her fellow tutors and students. Not only is she a brilliant tutor, but she is a dear friend."

For her part, Lillian gains as much as she gives from volunteering. "I really like coming to Strong Foundations since it means I get to meet people that I normally wouldn't during my day to day life. There's no organic way to run into and befriend many of the parents since we have such different schedules. It's really nice to have a laugh with people in my suburb who share my values. I live away from my cousins and their children, so getting a chance to spend time with young families makes me miss my family a little less."

We are very grateful to have retained Lilli as part of our volunteer team for so many years. She is a champion!

LILLIAN HULL



treasurer's report

Just when you thought the worst was behind us in 2020 – enter 2021! Another year virtually impossible to plan or forecast. This was a year of constant interruptions.

Despite all the uncertainty and volatility – we managed to squeeze out a small profit of \$8,747. The house sits on strong financial foundations. We know that in coming years we will face into some strong head winds.

The House engaged Collins and Co as our auditors and successfully passed the audit tests.

This year I conclude my tenure as Treasurer and would like to acknowledge the exceptional leadership of Rebecca and Carolyn, both of whom I have had the pleasure to work alongside during my six years on the board.

ANDREW CARRA

Treasurer



income statement

For Year Ended 31 December 2021

KENSINGTON NEIGHBOURHOOD HOUSE INC
ABN 74 489 791 023
INCOME STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2021

	2021 \$	2020 \$
INCOME		
Grant Funding Income	683,485	505,205
Grants - Commonwealth	61,511	18,918
Grants - State	332,548	287,606
Grants - Local	178,063	130,216
Grants - Other	111,363	68,465
Other income	73,122	108,424
Fees	59,726	30,840
Other income	12,527	73,549
Interest received	869	4,035
COVID-19 Related Government Assistance	39,300	374,324
Cash Flow Boost	-	84,824
JobKeeper	39,300	289,500
TOTAL INCOME	795,907	987,953
EXPENDITURE		
Administration costs	580,576	348,273
Program costs	163,815	456,242
Depreciation	22,292	21,057
Occupancy expenses	12,766	9,450
Financial expenses	7,711	2,995
TOTAL EXPENDITURE	787,160	838,017
Net surplus/(deficit) attributable to the Association	8,747	149,936

statement of financial position

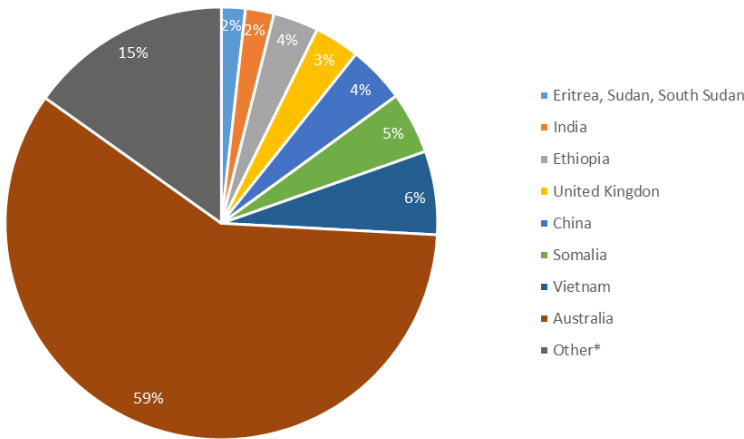
As at 31 December 2021

KENSINGTON NEIGHBOURHOOD HOUSE INC
ABN 74 489 791 023
STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2021

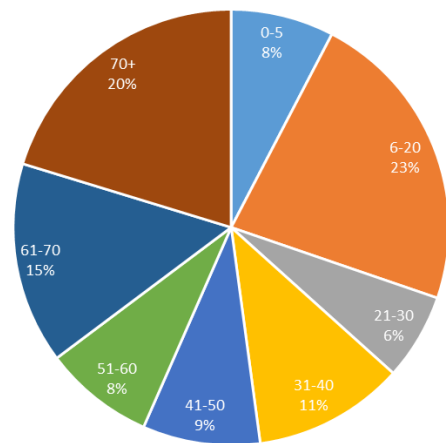
	Note	2021 \$	2020 \$
CURRENT ASSETS			
Cash and cash equivalents	2	532,597	593,386
Trade and other receivables	3	163	43,389
Prepayments		7,410	2,845
TOTAL CURRENT ASSETS		540,170	639,620
NON CURRENT ASSETS			
Property, plant and equipment	4	275,133	292,069
TOTAL NON-CURRENT ASSETS		275,133	292,069
TOTAL ASSETS		815,303	931,689
CURRENT LIABILITIES			
Trade and other creditors	5	48,526	71,358
Amounts received in advance	6	60,141	164,235
Provisions	7	55,478	54,914
TOTAL CURRENT LIABILITIES		164,145	290,507
NON-CURRENT LIABILITIES			
Provisions	7	3,926	2,697
TOTAL NON-CURRENT LIABILITIES		3,926	2,697
TOTAL LIABILITIES		168,071	293,204
NET ASSETS		647,232	638,485
EQUITY			
Accumulated funds		354,012	345,265
Property renovation fund		293,220	293,220
TOTAL EQUITY		647,232	638,485

participant stats 2021

Country of Birth

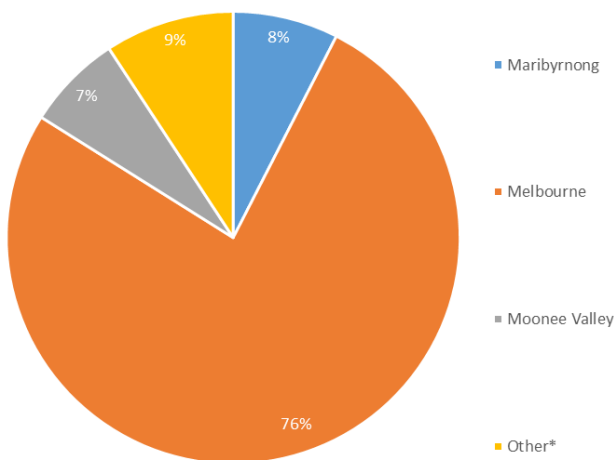


Age Groups

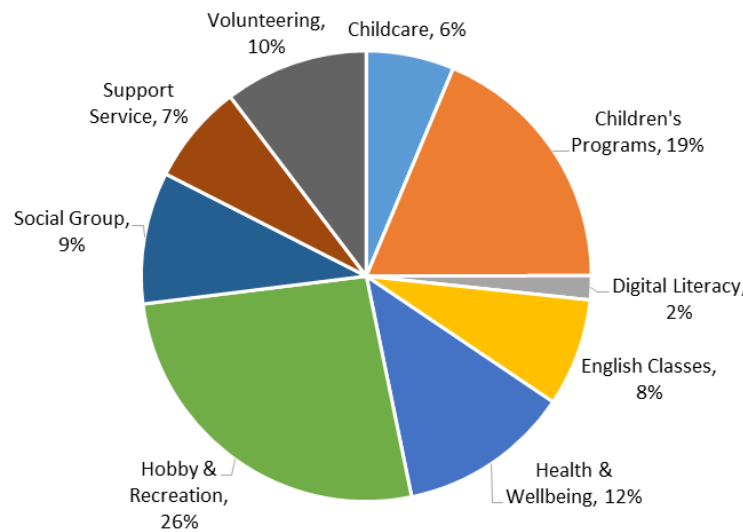


*(Afghanistan, Argentina, Austria, Belgium, Brazil, Cambodia, Canada, Colombia, Croatia, Cyprus, Egypt, Germany, Hong Kong, Indonesia, Iran, Israel, Italy, Japan, Kenya, Libya, Malaysia, Malta, Mauritius, Netherlands, New Zealand, Norway, Pakistan, Phillipines, Poland, Romania, Saudi Arabia, Singapore, Spain, Sri Lanka, Sweden, Taiwan, Turkey, Ukraine, United Arab Emirates, USA, Uruguay)

Local Government Area



Program Enrolments



*(Airport West, Albion, Altona Meadows, Ardeer, Broadmeadows, Brookfield, Brunswick, Brunswick West, Caroline Springs, Castlemaine, Coburg, Craigieburn, East Brunswick, East Keilor, Epping, Fitzroy, Fitzroy North, Glen Waverley, Hadfield, Hawthorn East, Ivanhoe, Kings Park, Malvern, Mt Waverley, Newport, Niddrie, Northcote, Oak Park, Pakenham, Point Cook, Port Melbourne, Reservoir, Seddon, South Morang, South Yarra, Strathmore, Sunshine, Tarneit, Thomastown, Tullamarine, Wantirna)

acknowledgements

FUNDING BODIES

Australian Neighbourhood Houses & Centres Association
Australia Post
Bank Australia
Business Victoria
City of Melbourne
coHealth
Department of Education Skills and Employment
Department of Education & Training
Department of Families, Fairness & Training
Department of Jobs Precincts & Regions
Department of Premier & Cabinet
Hotham Mission
Kensington Chamber Players
Melbourne Airport
Nelson Alexander Real Estate
Vic Health
Victorian Multicultural Commission
Victorian Women's Trust

PARTNERS

78 Seniors Club
Carlton Neighbourhood Learning Centre
Christ Church Kensington
coHealth
Farnham St Neighbourhood Learning Centre
Golden Age Women
Horn of Africa Senior Women's Program
Hotham Mission
Kensington Chinese Friendship Group
North Melbourne Language & Learning
Service Stars - Community Jobs Alliance
The Centre
The Venny
Transition Town Kensington
Unison
Wingate Avenue Community Centre



IN-KIND SUPPORTERS

Good 360
Pinchapoo
Tooth Heaven Dental Clinic

CONTRACTORS

Collins & Co.
NH Vic Assist
South East IT

BOARD

Steven Weir, Chairperson
Michelle Welsh, Vice Chair
Andrew Carra, Treasurer
Pia Robson-Garth, Secretary
Akhila Nagaraja
Edith Chen
Kate Riches
Michael Robinson

staff & contractors

Rebecca Smith, Manager
Esther Sadek, Community Development Specialist
Freyja Dixon, Community Education Coordinator
Kerrie Jones, Administration & Childcare Support
Karen Potts, Administration Support
Nicole Johnson, Study Support Coordinator
Amran Guleid, Study Support Coordinator, Early Childhood Educator

Anne Douglas, Teacher - Healthy Living & Learning, various workshops
Arzu Yilmaz, Teacher, Cooking workshops
Asha Ali, Early Childhood Educator
Carole Wigglesworth, Team Leader & Early Childhood Educator
Christine McPherson, Teacher - English As An Additional Language
Elias Burrows, Cleaning
Iddah Gebremedhin, Cleaning
Iza Davies, Early Childhood Educator
Jane Farrell, Teacher - Prepare For Work - Service Stars
John Howard, Choir Leader
Laura Stevenson, Teacher - Painting & Drawing
Liam Jarret-Jenkins, Contractor - Graphic Design
Linda Ahiador, Early Childhood Educator
Margaret Bergin, Teacher - English as an Additional Language
Mashaer Osman, Early Childhood Educator
Phillip Gao, Photographer
Rawia Bid, Early Childhood Educator
Rhonda Weatherby, Instructor - Gentle Movement
Rohan Schwartz, Teacher - Painting & Drawing
Samantha Flanagan, Instructor - Gentle Exercise
Sahar Abubaker, Early Childhood Educator
Summayyah Sadiq-Ojibara, Facilitator - Kensington Sister Circle
Zafu Engda, Cleaning



volunteers 2021

CODE CLUB

Dylan Nicholson
Cheng Oh
Jolin Guan
Lachlan Porter
Taqi Ansary

CONVERSATIONS OVER THE FRONT FENCE

Elizabeth Slayter
Taqi Ansary

FOOD SHARE GARDEN

Nan Austin
Monica Vandenberg
Katherine Langan
Judy Herkes
Marti Block

FAMILY LITERACY PROGRAM

Helen Maloney
Rosie Stramandinoli
Nicole Skilbeck
Lillian Hull
Elsa Gladwin
Georgina De Preez
David Pontin
Briley Miller

HEALTHY LIVING & LEARNING

Mike Robinson
Erika Lodge
Leanne Hill
Sandra Joy
Lin Fa Zhang
Miao

ENGLISH TUTORS

Kathryn Noonan

STUDY SUPPORT

Lillian Hull
Shannon Anderson
Stephanie Munari
Peter De Jong
Olivia Nadenbousch
Mary Anne Francis
Mia Adsett
Maddie Brown
Laura Portaro
Linda Ethell
Kiao Inthavong
Kerry Morrow
Keith Joshi
Julia Darcy
Jing Deng
Fiona Clay
Emma Farrant
Angus Niggel
Aimee Grieve
Adam Bui
Madeleine Lakey
Reannon Ryan
Kristine Parina
Tim Jones
Uditi Shah
Elspeth Khoo
Carl Johansen
Arlene Smith
Ruth Heyman
Miguel Rosas Rayas
Zoe Borghouts

DIGITAL MENTORS

Kaye Uiterwyk
Lesley Ervin

FORM FILLING

Kaya Hill
Barbara Jacobs
Pam Luizzi
Margot Marks
Maggie Catterall
Annette Rubenstein
Sue Noe
Sheree Millen
Cuong Tran
Joan Beckwith

WEDNESDAY LUNCH

Jussara Balland
Elizabeth Slatyer
Orietta Colles

ELDERLY VIETNAMESE GROUP

Lo An Tran
Thuy Ho
Kim Lan Hoa

FOOD SHARE PANTRY

Marti Block
Parisa Shiran
Jessie Lam
Hannah Glasson
Felicity Barr
Gabby Bower
Em Rowe
Danxia Yang