



2017 ANNUAL REPORT

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CHAIRPERSON'S REPORT



Our vision that “Kensington Neighbourhood House (KNH) is a place where people of all abilities, backgrounds and ages can come to participate in a range of inclusive social, educational and recreational programs”, has created another great year of services provided by staff and volunteers. There has been over 70 connections and courses provided to community members in the local area. Under the exceptional management of Carolyn Webster the Strategic Goals and Business Plan objectives for the last year, have been achieved in all significant areas. Staff and volunteer feedback has also demonstrated the positive regard and healthy culture of the organisation.

Government policy now places great emphasis on ‘community capacity building’ and ‘community strengthening’. The State Government’s aim is that Neighbourhood Houses deliver programs that lead to community strengthening, which we have achieved through our programs and services for the community but importantly also by providing volunteering opportunities. Volunteering is now recognised as a vital way of feeling connected to society and contributing to social capital. KNH provided opportunities to volun-

teer in English tutoring, computer coding, reading, gardening, social programs, form filling, resume writing and through the Board.

In response to the ‘leadership and wellness’ themes of National Volunteer week 2017, the House hosted an event attended by our local member Mr Adam Bandt MP, Federal member for Melbourne. Over 30 of our volunteers received recognition of their commitment and time, which contributes not only to their own wellbeing but without which the House could not fulfil all of its goals. This was followed up by a personal tribute, read out in Parliament, to each volunteer, which can be found on Hansard.

In the last year to ensure the governance practice of the House continued to develop and improve we took the opportunity to participate in a ‘legal governance health check’ by Justice Connect, which provided recommendations regarding House membership, Board recruitment and keeping policies and procedures relevant.

In line with best practice within the sector and the organisation’s Constitution, this is my last term as a Board member and Chair with KNH. Reviewing Board tenure and turnover ensures opportunities are created for new ideas and working styles. This allows the House to continue to flourish and continue to be responsive and flexible. I am leaving at a time when the House is in a healthy financial, management and governance state and feel grateful for the opportunities I have had as a Board member.

I thank my fellow Board members for their commitment and passion to support the House and the Kensington community. KNH is an organisation that I respect and value and I look forward to continuing to hear about the ways the House continues to engage and reflect the community diversity within Kensington.

Abigail Elliott

MANAGER'S REPORT

2017 was another successful year for the Kensington Neighbourhood House. Whilst it didn't have the big "wow" moment of winning the Victorian Training Award, as reigning champions we were certainly motivated and ready to take on new challenges.

One example was The Healthy Living and Learning program which started as a one-off 20 week project. It went from strength to strength and is now looking to become part of our regular ongoing program. Led by KNH it is a weekly program run offsite down at Ormond Street that engages both youth and seniors. It fosters social inclusion, education of healthy eating habits and food nutrition, cooking, hospitality and gardening skills. It is also a highly successful collaboration between e=numerous community organisations. On an average week the program provides a free two-course healthy lunch to over 50 people.

In 2017 we were successful in receiving two year funding from the ACFE Board under their new Family Learning Partnerships program. This funding allows us to creatively explore ways of engaging parents experiencing disadvantage in learning to help break the cycle of intergenerational disadvantage within families. In partnership with The Venny and local schools we are helping parents one-on-one with their "next steps" as well as providing other formal and informal education programs.

The other major string we have added to our bow is employment. As part of the #workNOW consortium led by Wingate Avenue Community Centre we can now help people find work. This provides a complete pathway for many; from engagement to education and finally paid work.

The above examples are just a taste of how we provided solutions to local issues in 2017.



As a small organization partnerships are a key to our success. It should be noted though that in most instances we take the lead and initiate joint projects and partnerships, often with much larger organisations. We have a "can do" attitude which filters down from the board, through staff, volunteers and participants.

So thank you to all our partners and funders, dedicated team of staff, teachers and volunteers. Everybody's contribution plays a part in Kensington Neighbourhood House's continued success.

Finally I'd like to thank the Board for their guidance and support and take this opportunity to acknowledge the fantastic contribution made by our outgoing Chairperson Abigail Elliott. Abi has completed her full six years as a Board member, the majority of which has been spent as Chairperson, and is now required to stand aside. She has always been a calming voice of reason and a great ambassador for the House.

Carolyn Webster

PROGRAMS AND ACTIVITIES

FURTHER EDUCATION

Further Education courses at the House provide students with study and work skills that enable them to access education pathways as well as paid employment.

Each program responds to a specific community need and is designed for a particular learner cohort. The introduction of an English language class for Chinese Seniors proved that you're never too old to learn.

In 2017 we offered five English as an Additional Language classes, four Digital Literacy courses and six Vocational courses.

Our vocational courses focused on preparing students for work in the hospitality and warehousing sectors.

The new Family Learning Partnerships program enabled us to work one on one with participants to help them with their "next steps" in entering into volunteering, studying or employment.

As a member of the Jobs Victoria consortium, #workNOW, led by Wingate Avenue Community Centre our students now have supported pathways into employment.

The House also offers additional support services through our Form Filling and Resume Support programs.



MORNING CHILDCARE

The morning childcare program caters for different needs for different families.

It allows parents to attend English classes which run simultaneously four mornings a week. Parents studying upstairs have peace of mind knowing their children are nearby and being well cared for.

11 parents were able to attend English classes in 2017 and have their childcare fees subsidised by the State Government's Family Learning Support Program. A further 3 families were able to participate with support from our Asylum Seeker Sponsorship Program.

Other families use the service so that their children can socialise and to have time out. The Friday 3 Year Old session is a popular alternative to 3 Year Old Kindergarten.



COMMUNITY DEVELOPMENT

The aim of our community development programs is to support people in the local community and encourage community connections.

The House does this by working with local agencies and residents to determine the needs of the community.

In 2016 we ran four different social groups that were low cost or free. The Wednesday Social Group meets weekly for lunch and bingo. These lunches alternate with a day trip every three weeks.

The largest group, the Elderly Vietnamese group, boasts over 50 members. Group meetings begin with gentle exercise and are followed by information sessions in Vietnamese and a meal. This group also goes on day trips and camp once a year.

Our other groups, the Book & Movie Group and Tuesday Night Social meet monthly.

We introduced the Healthy Living & Learning and Growing Together programs in 2017. The former is a health and nutrition program that targets seniors living in public housing whilst the later engages CALD residents in a garden to table program.



PERSONAL DEVELOPMENT

The House offers a diverse range of recreational activities that cater for both adults and children. They are run during the day, in the evening and on weekends.

In 2017 the House ran:

- eight arts courses and five arts workshops
- five courses for children
- four environmental workshops and the Herb Share Program
- five health and wellbeing courses
- seven local talent workshops
- six cooking workshops.

As with all of our programs we aim to keep costs as low as possible to enable everyone to participate.

2017 HIGHLIGHTS

PROGRAMS

- Healthy Living & Learning program ran 22 sessions during which 640 meals were eaten and 367 meals were taken home.
- 34 Chinese seniors enrolled in pilot English classes designed to target older isolated Chinese residents.
- The Family Literacy Program pilot was successfully completed with 16 children improving their reading and literacy skills with the support of volunteers.
- 940 individuals accessed our courses and activities during 2017. On average 320 people attend the House each week to participate in one of our programs. In total we delivered just over 6,000 hours of activity.
- 14 students from “Prepare for Work in Hospitality” did paid work experience with Peter Rowland during the spring racing carnival.
- 96% approval rating from participants in our Personal Development and Community Strengthening Programs.
- Expanded the Herb Share Program into Arden Street with the support of Bendigo Bank and VincentCare and at Christ Church Kensington with the support of City of Melbourne.

EVENTS

- Hosted an event during National Volunteer Week to acknowledge the fantastic contribution made by our volunteers. 30 volunteers were presented with certificates from Adam Bandt who followed up by personally thanking each volunteer the next week in Parliament.

- 25 members of our Elderly Vietnamese Group went on a four day trip to Cairns.
- Kensington Community Festival stall host and partner. Responsible for recruiting and managing the Festival’s volunteer team.
- 45 people attended our free Social Inclusion week lunch in November. Funded by the Kensington backyard sessions, activities included gentle exercise, plant potting and music.

INNOVATION AND EXCELLENCE

- Finalist at Learn Local Awards in “Outstanding Pathways Program” category for our Prepare for Work in Warehousing course.
- Prepare for Work in Warehousing showcased in ACFE’s “Learn Local Stakeholder Engagement Project” as a best practice resource for other Learn Locals.
- Member of Asylum Seeker Vocational Education Training (ASVET) Community of Best Practice.
- Our grant submission success rate is ranked in top 6% of not for profit organisations benchmarked by Our Community Grants in Australia report.



- Secured two year funding from the Department of Education to trial different techniques to engage parents in learning pathways to break the generational cycle of disadvantage.

ORGANISATION

- Co-convenor of Kensington Community Network and Kensington Children and Youth Committee.
- KNH Board participated in a Legal Governance Health Check program run by Justice Connect.
- Over 60 individuals volunteered during 2017.
- The annual staff satisfaction survey revealed that 94% of respondents are either satisfied or very satisfied with working at Kensington Neighbourhood House. Staff value the flexible working hours, relationship with their supervisor and their ability to influence decisions.
- Installed a new student kitchen upstairs with funding from IKEA.
- Contracted by Adult Learning Australia to provide grant writing services.

PARTNERSHIPS

- Partnered with Linfox Operational Training and Aspire Foundation to increase our student's success rate in obtaining their Forklift Licence.
- Partnered with Service Stars – Community Jobs Alliance to run three Prepare For Work in Hospitality courses for 32 students.
- Continued to work with the Inner North Cluster (INC) of Neighbourhood Houses.



- Christ Church Kensington hosted Kensington Chamber Player concerts to raise funds for our Asylum Seeker Sponsorship Program.
- Partnered with VincentCare to deliver community development activities to members of their over 55s PAG group.
- Consortium member of #workNOW, a State Government funded Jobs Victoria Employment program led by Wingate Avenue Community Centre. In 2017 #workNOW placed over 40 people in employment.
- Led the development of the Kensington Community Network Action Plan.
- Partnered with 78 Seniors, coHealth, Mount Alexander College, Second Bite, Unison Housing and VincentCare to deliver the Healthy Living & Learning program.

STUDENT OF THE YEAR



When it came to deciding who our student of the year would be Melina Caccetta stood out. She stood out not only because she enrolled in nine different courses at Kensington Neighbourhood House in 2017 but because of her love of community and generosity of spirit.

Melina embodies the spirit of the Kensington Neighbourhood House. She's friendly, warm, inclusive of everyone and LOVES a chat!

"Working part time has afforded me the opportunity to undertake further study on a casual basis, so the neighbourhood house environment is perfect for me," says Melina. "I love the variety of courses on offer and the affordability. Also, last Christmas my partner and I decided to 'gift' each other experiences rather than presents and he bought me a whole list of KNH workshops which was the best Christmas present ever!"

Born and raised in Kensington, Melina is a well-known local and the powerhouse behind the monthly Kensington Market. "The Social Media

course helped me tailor and stream-line the marketing I do for the market", she said.

Asked why she chooses to attend activities here, Melina says, "I love the one on one attention and the professionalism of the instructors. The courses have both a fun and practical aspect and I really appreciate the relaxed, non-confrontational class setting".

Pushed to pick her favourite activity for the year Melina says, "that's a hard one, if I had to pick one, I'd pick the screen printing. It was really tactile and the teacher was fantastic".

So Melina, what would your advice be to someone who was unsure about dipping their toe in the water at Kensington Neighbourhood House? "Just do it. Don't feel intimidated, everyone is there to learn. Don't let anything hold you back."

VOLUNTEER OF THE YEAR



Kathy Noonan has been volunteering as an English language tutor at the Kensington Neighbourhood House since 2013. Initially she started off tutoring one on one with a single student but in recent years has moved to helping small groups of students in our English and Work Skills Level 1 class.

After retiring from nearly 40 years of teaching in 2009 Kathy decided to pursue interests of her own. She started volunteering at the Red Cross and Melbourne Zoo. She also enrolled in an Art Class and Book Group at the Neighbourhood House.

Whilst at the Neighbourhood House Kathy responded to a call out for English language tutors. "I saw the programs for migrants and refugees and decided to volunteer to assist these very needy people", she said. She knew her teaching background would be of great assistance.

Chris McPherson, our English and Work Skills Level 1 teacher, is really grateful for Kathy's continuing support in the classroom. "She is a

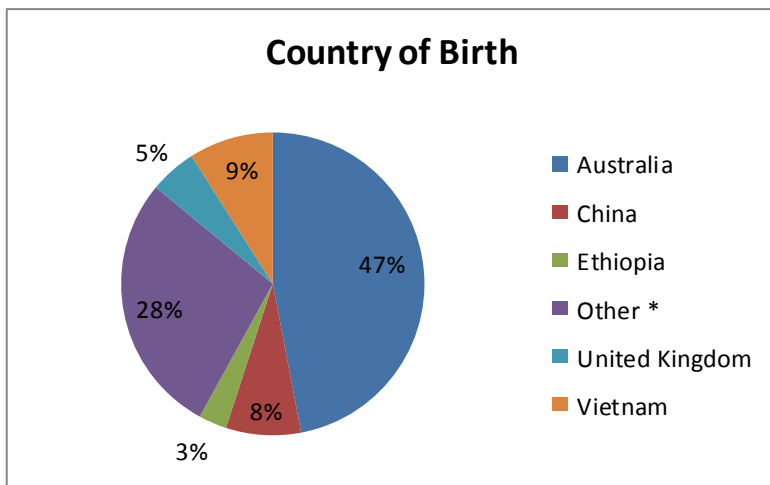
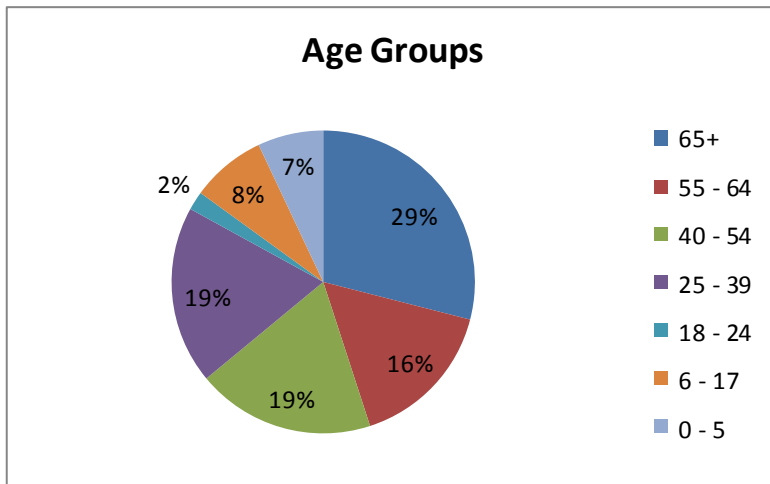
most reliable, knowledgeable person who brings both a sense of seriousness and fun to our class", she said. The students really enjoy having Kathy in the classroom.

The reward and incentive for Kathy to continue volunteering is "the enjoyment seeing these people trying to learn English and making progress". She has also recently started volunteering in our Family Literacy Program which supports parents in helping primary school children with their reading.

When Kathy's not at the Neighbourhood House she minds her two granddaughters one day a week. In addition to this she attends a fitness class, yoga, and U3A Philosophy, likes to go the movies and the Ballet as has a nice social life with friends. We're so pleased that Kathy makes time for us in her busy week.

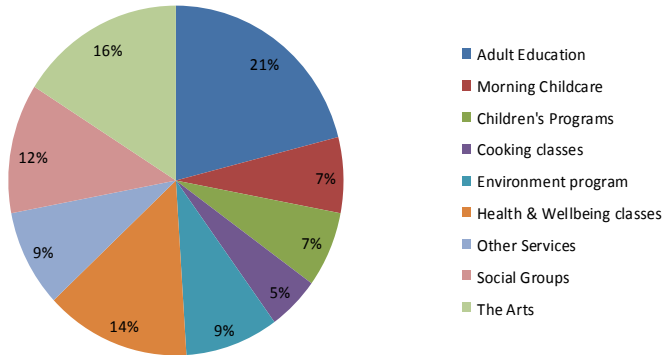
Kathy's reliability, calm and caring nature and willingness to share her time and skills with our students is why she's our 2017 Volunteer of the Year.

PARTICIPANT STATISTICS

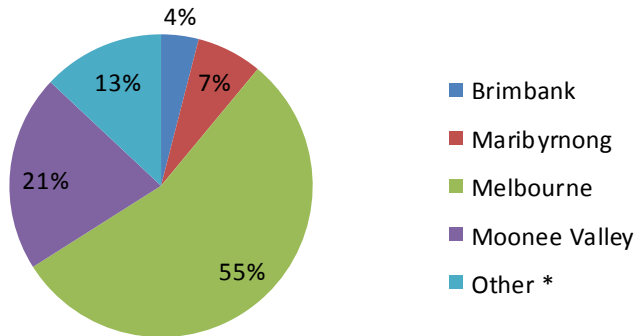


* (Afghanistan, Argentina, Austria, Bangladesh, Brazil, Burundi, Cambodia, Canada, Chile, Colombia, Cook Islands, Croatia, Czech Republic, Egypt, Eritrea, Fiji, France, Germany, Greece, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Italy, Japan, Kenya, Laos, Latvia, Malaysia, Myanmar, Nauru, Nepal, Netherlands, New Zealand, Pakistan, Philippines, Poland, Serbia, Singapore, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, Sudan, Switzerland, Syria, Thailand, Turkey, United States of America, Uruguay, Venezuela, Zimbabwe)

Program Enrolments



Local Government Area



TREASURER'S REPORT

I would like to present the 2017 financial statements and 2017 financial year auditor report to the board for approval.

We have engaged JP Hardwick and Associates to conduct the annual audit for our entity and I have been advised that the 2017 financial reports have passed the annual audit tests.

2017 was another solid year of performance. The house generated a profit just over \$10,000. The balance sheet continues to strengthen as does the retained surpluses. In 2017 we took the opportunity to use some of the surplus to upgrade some facilities within the house and still deliver a profit.



The team at the Neighbourhood House, led by Carolyn Webster, continue to do an excellent job delivering services to the wider community and maintaining a strong balance sheet.

Andrew Carra

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2017

	2017	2016
	\$	\$
Income		
Grants - Commonwealth	0	7,550
Grants - State	270,453	309,672
Grants - Local	93,765	94,290
Grants - Other	<u>41,983</u>	<u>7,677</u>
Total Grants	406,201	419,189
Fees	98,767	103,531
Other income	53,880	53,909
Interest received	<u>5,123</u>	<u>5,531</u>
Total Income	<u>563,971</u>	<u>582,161</u>
Expenses		
Program costs	283,292	283,485
Administration costs	216,254	209,879
Depreciation	21,824	15,170
Occupancy Expenses	25,409	12,913
Financial Expenses	2,441	6,832
Other Expenses	<u>4,477</u>	<u>18,883</u>
Total Expenditure	<u>553,697</u>	<u>547,162</u>
Surplus / (deficit) for the year	<u>10,273</u>	<u>34,999</u>
Retained Profits (Losses) at the beginning of the financial year	<u>151,625</u>	<u>116,626</u>
Retained Profits (Losses) at the end of the financial year	<u>161,898</u>	<u>151,625</u>

BALANCE SHEET AS AT 31 DECEMBER 2017

	2017	2016
	\$	\$
ASSETS		
Current Assets		
Cash and cash equivalents	311,711	228,344
Accounts receivable and other debtors	2,250	2,723
Prepayments	<u>5,331</u>	<u>5,432</u>
Total Current Assets	<u>319,292</u>	<u>236,499</u>
Non-current Assets		
Property, plant, equipment	<u>287,848</u>	<u>309,201</u>
Total Non-current Assets	<u>287,848</u>	<u>309,201</u>
TOTAL ASSETS	<u>607,140</u>	<u>545,700</u>
LIABILITIES		
Current Liabilities		
Revenue in advance	62,701	21,133
Trade creditors and other payables	23,968	21,275
Employee entitlements	<u>24,424</u>	<u>25,196</u>
Total Current Liabilities	<u>111,093</u>	<u>67,604</u>
Non-current Liabilities		
Employee entitlements	<u>40,929</u>	<u>33,251</u>
Total Non-current Liabilities	<u>40,929</u>	<u>33,251</u>
TOTAL LIABILITIES	<u>152,022</u>	<u>100,855</u>
NET ASSETS	<u>455,118</u>	<u>444,845</u>
EQUITY		
Total Equity	<u>455,118</u>	<u>444,845</u>
NET WORTH	<u>455,118</u>	<u>444,845</u>

ACKNOWLEDGEMENTS

FUNDING BODIES

City of Melbourne
Department of Education and Training
Department of Health and Human Services
Office of Multicultural Affairs and Citizenship
Aspire Foundation
Awesome Foundation
Bendigo Bank
Christ Church Kensington
Kensington Backyard session
R E Ross Trust
Sidney Myer Foundation
Uniting Church Hotham Mission



PARTNERS

3000 Acres
78 Seniors
Asylum Seeker Resource Centre
Carlton Neighbourhood Learning Centre
Christ Church Kensington
coHealth
Farnham Street Neighbourhood Learning Centre
Golden Age Women
Gowrie Victoria
INC Education Advisory & Support Service Co-operative Limited
Kensington Primary School
Linfox
Living Learning
Maribyrnong & Moonee Valley LLEN

Mount Alexander College
Network West
North Melbourne Language & Learning
Second Bite
Service Stars— Community Jobs Alliance
The Centre (Connecting Community in North & West Melbourne)
The Venny
Transition Town Kensington
Unison Housing
Uniting Care Hotham Mission
VincentCare Victoria
Visionary Design
Wheel Women
Wingate Avenue Community Centre

BOARD

Abigail Elliott, Chairperson
Sian Harris, Vice Chairperson
Andrew Carra, Treasurer
Marie Delaney, Secretary
Edith Chen
Kate Riches
Ylan Rodgers
Steven Weir
Michelle Welch

STAFF AND CONTRACTORS

Carolyn Webster	Manager
Rebecca Smith	Further Education Co-ordinator
Loretta Curtin	Community Development Worker
Kerrie Jones	Administration Support, Family Literacy Program Co-ordinator
Karen Potts	Administration Support
Hayat Alisheikh	Educator - Morning Childcare
Jenny Barnes	Teacher - English as an Additional Language
Margaret Bergin	Teacher - English as an Additional Language
Vy Cardona	Teacher - Cooking workshops
Louise Cindric	Teacher - Prepare for Work in Warehousing
Amparo Collazos	Teacher—Spanish for Travel
Iza Davies	Educator - Morning Childcare
Ariel deRamos	Teacher - Environmental Workshops
Marie Delaney	Teacher - Social Media Marketing
Alison Dew	Teacher - Sewing, Ukulele
Anne Douglas	Teacher - Healthy Living & Learning, Knitting & Crochet, Workshops
Zafu Engda	Cleaner
Jane Farrell	Teacher - Prepare for Work
Samantha Flanagan	Instructor - Gentle Exercise
Kelly Gatchell Hartley	Teacher - Painting & Drawing
Rita Giancola	Educator - Morning Childcare
Clare Hawkins	Teacher - Create your own Micro Business
Liz Hayes	Teacher - Environmental Workshops
Liam Jarrett-Jenkins	Contractor - Graphic Designer
Alana Kelsall	Teacher - Creative Writing
Ruth Kennedy	Choir Leader - KenSingers
Shannon Maxwell	Teacher - Environmental workshops, Healthy Living & Learning
Tina McCarthy	Instructor - Bicycle Maintenance
Christine McPherson	Teacher - English as an Additional Language
Andrew McSweeney	Instructor - Qigong
Michiyo Moriyama	Teacher - Cooking Workshops
Rebecca Motter	Teacher - Social Media Marketing
Veronica Passmore	Teacher - Painting & Drawing, Creative Arts, Lino Cut, Screen Printing
Sema Piyaratne	Educator - Morning Childcare
Carol Roe	Educator & Team Leader - Morning Childcare
Elizabeth Slatyer	Teacher - Digital Literacy
Noel Smith	Contractor - IT Support
Laura Stevenson	Teacher - Painting & Drawing
Jacqui van Heerden	Teacher - Environmental Programs
Jo Windred	Choir Leader - KenSingers
Bev Wyburn	Contractor - Bookkeeping, Xero Workshops

LOCAL TALENT PRESENTERS

Loretta Curtin, Meg Dunley, Alejandra Garrido, Andrew Horwood, Louise Leong, Sasha Leong, George Lui, Sema Piyaratne, Philip Rain, Katrina Rank, Mohammed & Salwa Sharabah, Michelle Twyford, Caitlin Woodland

VOLUNTEERS

Code Club	Varsha Bapat, Arshpreet Chada, Mohsen Keikhavani, Yianna Phaedonos, Pia Robson-Garth, Suerya Sapuan
Drop In Form Filling	Michael Braddock, Mark Chudleigh, Barbara Jacobs, Qiuping Pan, Nikky Robinson, Anita Wong
Elderly Vietnamese Social Group	Kim Lan Hua, Bei Shen Khor, Lo An Tran, Yuting Zhou
English Tutors	Helen Dell, Charlotte Gillam, Erica Green, Barbara Holland, Jane McKinnon, Akhila Nagaraja, Kathryn Noonan, Nicholas Plaister
Family Literacy Program	Ozlem Kazanaksu, Briley Miller, Melissa Piercy, David Pontin, Anisa Rogers, Rebecca Smith, Janet Walker, Sylvia Walker, Diana Wolfe
Gardening	Michael Matira
Gold Coin Massage	Shannon Maxwell
Herb Share Program	Suzanne Adams, Ylan Rodgers, John Trewin
Kensingers Choir	Kimmie Le
Kensington Community Festival	Penny Boyce, Nhu Duong, Persie Duong, Joyce Fu, Euisuk Jung, Michael Matira, Briley Miller, Shaun Norton, Alicia Pyszkowski, Zahra Rohaizad
Morning Childcare	Thi Mai Le
Movies That Matter	Lucy Dewhurst, Ellie Hansford, Brian Mendis
Resume Support Program	Vivienne Bennett, Kim Le, Frances McKay, Sofia Monkiewicz, Barbara Simmonds
Tuesday Night Social Group	Ken Oag
Wednesday Social Group	John Brown, Ben Somer

Kensington Neighbourhood House

*is a place where people of all abilities,
backgrounds and ages can come to participate in
a range of inclusive social, educational and
recreational programs.*



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2016

VICTORIAN TRAINING AWARDS
WINNER

