

2016 ANNUAL REPORT

Kensington Neighbourhood House



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CHAIRPERSON'S REPORT



I'd like to open this year's Chairperson's report by acknowledging the Wurundjeri People, the traditional owners of the land on which Kensington Neighbourhood House stands and pay my respects to their Elders both past and present.

In the last year this acknowledgement has been introduced at the beginning of all Board meetings as a small step in demonstrating the principles of equality, rights and community cohesion that guide the work of the KNH. The other principles that guide the Board and staff include access, participation, excellence, innovation, environmental sustainability and connections.

I am extremely proud to say that the **excelence** of KNH was recognised by the Adult, Community and Further Education Board by receiving a Victorian Learn Local Award. The criteria and interview process to become a finalist for these awards is a significant achievement in itself but to win the award demonstrates the inspiring commitment of the staff and volunteers at Ken-

sington Neighbourhood House. Everyone in Kensington should be proud that our local area is achieving and impacting the education and training outcomes for those that participate in programs at KNH.

Other areas worth noting are the numerous successful grant applications and partnership projects that ensure innovative programs like the gardening group, working in warehousing program and family literacy program, get off the ground.

I take this opportunity to thank Carolyn Webster for her visionary leadership, the staff for their dedication and the volunteers for their enthusiasm, which creates a wonderful welcoming and inclusive culture at the House. We have again met all the significant House outcomes in our business plan for the year and demonstrated our accountability to funding bodies and the community.

A final thank you to my fellow Board members Sian Harris, Jack Ho, Andrew Carra, Marie Delaney, Suzanne Adams, Edith Chen, Ylan Rodgers and Kate Riches who all support the governance of the House. They all support the wonderful vision of the House to be 'a place where people of all abilities, backgrounds and ages can come to participate in a range of inclusive social, educational and recreational programs'.

Abigail Elliott

MANAGER'S REPORT

2016 was certainly a big one for the Kensington Neighbourhood House. The highlight of the year was without a doubt, receiving the Victorian Training Award. As a small organisation and one of 300 Learn Locals across Victoria this was a huge honour.

The main focus of the Award was our adult education programs however the additional services we offer our students such as Morning Childcare, Resume Support and help filling out forms were also contributing factors. We were able to demonstrate to the judging panel that we understood our community, were responsive to their needs and knew how to engage them. Our partnerships and governance also added weight to our nomination.

One of the most enjoyable aspects of receiving the Award was the opportunity to reflect on our achievements. Rebecca Smith, our Further Education Co-ordinator, developed a 20 minute powerpoint presentation for our interview with the judging panel. It could have easily been one hour and 20 minutes as we had so much we wanted to include.

At the Presentation Ceremony itself, we felt like small fish in a big pond. With some 700 people in attendance at the Crown Palladium we were seated in the far back corner. We waited in anticipation as Awards were given to apprentices and trainees from Institutes and TAFEs, Employers and other large Training Providers. Finally it was our turn, the penultimate Award for the evening ... and we won!

Talking to one of the judges after the presentation she said one of the things that stood out for them as a panel was our



passion and enthusiasm for what we do. This bit comes easy when it's echoed across the organization in spades by our staff, volunteers, Board and participants.

I believe as an organization we've always been prepared to taken on new challenges and create solutions to local issues however receiving the Award will only empower us to do more. The monetary side of the award has placed the House in a very strong financial position which will enable us to increase staffing in 2017 across our adult education and community development programs. I'm really excited about the potential for the new opportunities that this will bring.

So thank you to all our partners and funders, dedicated team of staff, teachers and volunteers. It is their contribution that helps to make the Kensington Neighbourhood House such a successful organisation.

Finally I'd like to thank the Board for their guidance and support in what has been a very successful and rewarding year.

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.

In 2016 Kensington Neighbourhood House offered five English as an Additional Language classes, seven Digital Literacy courses and six Vocational courses as well as community based learning through our volunteer outreach program.

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

These pathways into employment will be further strengthened in 2017 with the Jobs Victoria Employment Network contract signed at the end of the year in partnership with Wingate Avenue Community Centre and Maribyrnong & Moonee Valley LLEN.







MORNING CHILDCARE

The morning childcare is one of the most in demand activities run by the House. Three hours of morning childcare is offered five days a week.

Those that attend value the warm caring environment provided by staff and the individual personalised attention.

Parents studying upstairs have peace of mind knowing their children are nearby and being well cared for. 10 parents were able to attend English classes in 2016 and have their childcare fees subsidised by the State Government's Family Learning Support Program.

"Warm caring secure environment. Staff are friendly approachable and attentive to the children's needs. Great facility and set up at centre." Parent survey response 2016

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 our Local Talent Program to give community members an opportunity to share their skills and talents and started the Family Literacy Program.

Our volunteer supported programs that assist people to fill in forms and write resumes continued throughout the year.









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 2016 the House offered:

- seven arts courses and one arts workshop
- six courses for children
- four environmental workshops
- five health and wellbeing courses
- nine cooking workshops.

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

2016 HIGHLIGHTS

PROGRAMS

- Prepare for Work in Warehousing course successfully piloted in partnership with Linfox. Funding secured from Aspire Foundation to enhance and extend the course in 2017.
- Family Literacy Program pilot successful in helping eight primary school aged children improve their reading.
- Funding secured to pilot the Play and Learn playgroup for pre-schoolers with disabilities.
- Completed Phase 1 of Arden Street
 Garden project which involved identifying and securing a site for construction
 of a community food garden.
- Developed the Local Talent program for residents to share their skills and knowledge via workshops.
- The House received approximately 900 enrolments across our courses and activities during 2016. On average 315 people attend the House each week to participate in one of our programs. In total we delivered close to 5,900 hours of activity.
- The retention rate of students in our Adult Education courses is over 90%.



85% of participants in our Personal Development and Community Strengthening Programs indicated that they were "very satisfied" and 13% were "satisfied" with our program.

EVENTS

- 40 people attended our free community lunch "A Taste of Kensington" in celebration of Cultural Diversity Week.
- Conducted a community consultation for people with disabilities and their carers to help us understand the educational, recreational and social needs of people with disabilities.
- Active participant in the Kensington Celebrating Community Festival and inaugural Sustainability Expo component of the Festival.
- 20 members of our Elderly Vietnamese Group went on a four day trip to Apollo Bay.
- Co-hosted an INC "Joint Committees of Management" Forum which was attended by Board representatives from all six partner organisations.

INNOVATION

- Raised awareness of Learn Local centres amongst people with disabilities and their carers through the development of a publication "What Are Learn Locals and How Can They Help You?".
- Developed a guide "What does the NDIS mean for Learn Locals?" to help the sector understand and prepare for the implementation of the NDIS.

ORGANISATION

- Won the Victorian Training Award for Victorian Community Training Provider of the Year.
- The Board developed and endorsed a new three year Strategic Plan.
- Organisational Disability Action and Facilities Master Plans were developed and implemented. This included securing funding to carry out works to improve front entry access to the building.
- Consulted with 31 different agencies and organisations across the year.
- Co-convenor of Kensington Community Network and Kensington Children and Youth Committee.
- The annual staff satisfaction survey revealed that 100% 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.
- On average we were open 67 hours per week which is 26% longer than the average Neighbourhood House in Victoria.

PARTNERSHIPS

- Developed a new partnership with Linfox Operational Training to provide a pathway for our students to obtain their Forklift Licence.
- Partnered with Service Stars Job Alliance to run two Prepare For Work courses for 27 students which culminated in paid hospitality work during the opening round of the AFL season and Melbourne Cup Carnival.



- Hotham Mission and Christ Church Kensington continued to provide funding for English classes for asylum seekers.
- Partnered with VincentCare to deliver community development activities to members of their over 55s PAG group.
- Joined a consortium with Wingate Avenue Community Centre and Maribyrnong and Moonee Valley Local Learning Employment Network to implement an employment pathway program funded by the State Government's Jobs Victoria Employment Network program.
- Partnered with Farnham Street Neighbourhood Learning Centre to commission a report "Flemington/Kensington:
 The Business Case" which investigated the potential for both organisations to deliver training to business, industry or other community based organisations.
- Continued to work with the Inner North Cluster (INC) of Neighbourhood Houses.
 A highlight for the year was the completion of our "Partnering & Planning for Disability Pathways" project which was led by KNH.
- Delivered Wheel It Right, two free bicycle safety and skills courses for adults sponsored by the RACV Foundation in partnership with Urban Communities and Wheel Women.

STUDENT OF THE YEAR



Meet local Kensington resident Obsitu Mohamed, our Student of The Year for 2016.

Born in Ethiopia but living much of her life in Kenya, Obsitu had very limited access to schooling when growing up. Even so, she made the most of small opportunities, studying when she could with the nuns from Mother Theresa's Missionaries of Charity. "It was nearly all men in the school but I went anyway," says Obsitu. I said, "I don't see men. I am here to learn."

This persevering nature served Obsitu well once she arrived in Australia in 1998. After undertaking just 500 hours of English study, she was told to "get a job". Despite speaking

very limited English, Obsitu found her first work making chocolate Easter Eggs in a factory in Brunswick. She then started a training program at GPS Butchers and after 6 weeks gained a permanent position. Obsitu has now worked at GPS Butchers – scanning packaged meat – for 12 years and is very proud of obtaining her long service award with the company.

Holding down full time work for 12 years is an achievement. When your working hours are 4am to 2pm every day, five days a week, it reflects real dedication. With such unsociable work hours, Obsitu felt isolated from the community and had no time to attend English classes, even though she wanted to improve her literacy. In 2014 Obsitu was matched with one of our volunteer tutors – Barbara Holland – and began attending an hour long one-to-one English tutoring session every Tuesday afternoon. Three years later, Obsitu and Barbara are still meeting at KNH every single Tuesday.

Obsitu's English learning has been slow and steady but she never gives up and rarely ever misses a class. She now watches the news every day in English and likes to keep up with current events. In tutoring sessions, her favourite activity is solving the mixed-up words in the "Reading Eggs" program Barbara has introduced.

When asked why she continues to study, Obsitu simply says: "For the future, I need to learn. So I can help other people one day."

VOLUNTEER OF THE YEAR



Barbara Holland may be a relatively recent arrival in Kensington but she has made a big impact. Having spent most of her life in Perth, Barbara moved to our local area only three years ago and contacted us about volunteering almost straight away.

"I love to be involved in my local community, and have volunteered ever since I reduced my working hours. I volunteered at KNH almost as soon as I got here. I attended the course provided by KNH for six weeks, then took on my first student immediately. Later that year I met Obsitu, and we have been together ever since!"

Just as Obsitu is one of our most consistent and dedicated students, Barbara is an equally consistent and dedicated volunteer. We can set our office clock by their regular Tuesday afternoon arrivals and the sound of newspaper articles being discussed, and reading and writing practised. Once a term, they break with routine and go out for coffee and a chat.

"I have really enjoyed Obsitu's company, and hearing tales of her life in Ethiopia and Kenya. She is a delightful person, and I have been impressed with her determination to make the most of her life here, and her gratitude for a home, a car and a joball she feels she needs to be content.

"Another reason I have enjoyed tutoring her is hearing what she has to say about her Muslim religion, and how she and her family and friends regard terrorism as being entirely against their beliefs. Every Tuesday we have discussed current affairs, due to her keenness to understand life and culture in Australia."

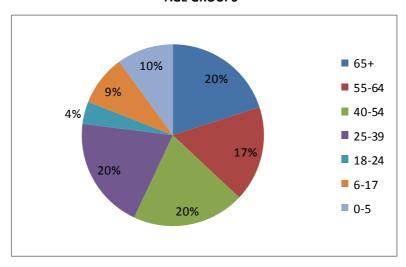
Barbara has found the biggest challenge to be finding material that is of interest to Obsitu, while not being too child-oriented, as much of the ESL material for adults has been too advanced. They recently found the ABC Reading Eggs program and have been incorporating that into lessons. "It has been most helpful, even though it is designed for children. Best of all, it makes us both laugh at times," says Barbara.

Due to a move to another suburb, Barbara cannot continue tutoring after April this year. "I am very sorry that I can no longer tutor Obsitu; however I will keep in touch with her from time to time. She has been a significant part of my life for these last three years, and I will miss our Tuesdays together."

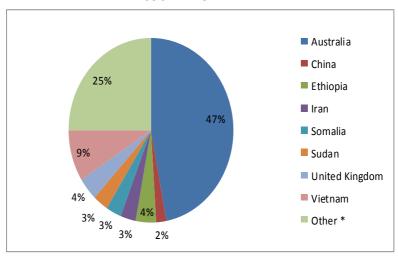
We will miss Barbara too and are very pleased to recognise her contribution to our community as our Volunteer of the Year 2016!

PARTICIPANT STATISTICS

AGE GROUPS

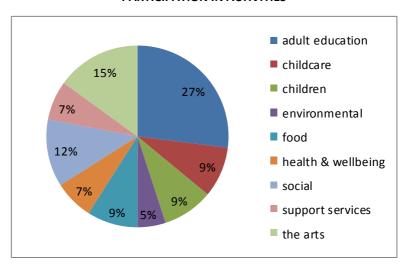


COUNTRY OF BIRTH

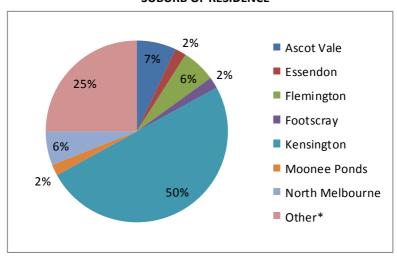


Other: Afghanistan, Argentina, Atiu Island, Bangladesh, Bosnia, Brazil, Burundi, Cambodia, Canada, Chile, Colombia, Comoros, Democratic Republic of Congo, Croatia, Czechoslovakia, Djibouti, East Timor, Egypt, Eritrea, Fiji, Germany, Ghana, Hong Kong, Hungary, India, Indonesia, Iraq, Israel, Italy, Japan, Kenya, Korea, Lebanon, Malaysia, Malta, Mauritius, Mexico, Netherlands, New Zealand, Nicaragua, Pakistan, Papua New Guinea, Peru, Philippines, Saudi Arabia, Scotland, Sierra Leone, South Korea, South Sudan, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tibet, Timor-Leste, Turkey, Uganda, United States

PARTICIPATION IN ACTIVITIES



SUBURB OF RESIDENCE



Other: Aberfeldie, Airport West, Albanvale, Albion, Altona Meadows, Attwood, Avondale Heights, Braybrook, Broadmeadows, Brooklyn, Brunswick, Brunswick East, Brunswick West, Camberwell North, Carlton, Caulfield North, Coburg, Collingwood, Cranbourne East, Dandenong North, Dandenong South, Deer Park, Delahey, Docklands, East Yarraville, Epsom, Essendon North, Fairfield, Ferntree Gully, Fitzroy, Fitzroy North, Glenlyon, Gowabrae, Greensborough, Hampton Park, Hawthorn East, Highett, Jacana, Kallista, Keilor, Keilor East, Keilor Park, Kew East, Kingsbury, Kingsville, Lalor, Laverton, Maidstone, Maribyrnong, Melbourne, Melton, Mitcham, Noble Park, North Coburg, Oak Park, Ormond, Parkville, Pascoe Vale, Point Cook, Princes Hill, Reservoir, Richmond, Ripponlea, Sebastopol, Seddon, South Morang, South Yarra, Southbank, Spotswood, St Albans, Strathmore, Sunshine, Sunshine Nth, Sunshine West, Tarneit, Taylors Lake, Templestowe, Travancore, Viewbank, Wallan, Wandong, West Footscray, West Melbourne, Williamstown, Wyndham Vale, Yarraville

TREASURER'S REPORT

I would like to present the 2016 financial statements and 2016 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 2016 financial reports have passed the annual audit tests.

Despite year on year revenue falling in 2016 from \$630,904 down to \$582,161, the operating surplus of the house increased 15% due to a reduction in expenses.



The team at the Neighbourhood House, led by Carolyn Webster, have done 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 2016

INCOME	2016 \$	2015 \$
Government and other grants		
- City of Melbourne	89,290	84,477
- Department of Education and Training	202,363	151,214
- Department of Health & Human Services	102,309	107,141
- Department of Infrastructure & Regional Development	7,550	0
- Other grants	17,677	14,242
Fees	103,531	127,283
Other income	53,910	141,135
Interest received	5,531	5,412
TOTAL INCOME	582,161	630,904
EXPENDITURE		
Program costs	283,485	373,302
Administration costs	209,881	210,410
Depreciation	15,170	12,955
Occupancy Expenses	12,912	13,220
Financial Expenses	6,832	8,939
Other Expenses	18,883	-18,274
TOTAL EXPENDITURE	547,163	600,552
NET OPERATING INCOME (LOSS) FOR THE YEAR	34,998	30,352
Retained Profits (Losses) at the beginning of the financial year	116,627	86,275
Retained Profits (Losses) at the end of the financial year	151,625	116,627

ASSETS AND LIABILITIES STATEMENT 31 DECEMBER 2016

	2016	2015
CURRENT ASSETS	\$	\$
Cash at Banks	22,044	24,231
Term Deposits	206,200	202,216
Cash on Hand	100	77
Debtors	1,529	193
Prepayments and Accrued Income	6,625	<u>7,571</u>
TOTAL CURRENT ASSETS	236,498	<u>234,288</u>
NON-CURRENT ASSETS		
Buildings—at Cost	414,684	399,581
Less Accumulated Depreciation	-116,056	-105,876
Furniture and Fittings	54,588	44,279
Less Accumulated Depreciation	-44,013	-39,022
TOTAL NON-CURRENT ASSETS	309,202	298,962
TOTAL ASSETS	545,700	533,250
CURRENT LIABILITIES		
Trade and Other Creditors	3,880	5,717
GST Payable	7,001	9,118
ACFE Family Learning Support Program	0	11,250
Superannuation Payable	2,692	3,400
PAYG Withholding	7,702	6,264
Provision for Annual Leave	25,196	23,905
Provision for Long Service Leave	33,251	28,198
Income in Advance	517	0
Project Balance (Golden Age Women)	4,192	0
Project Balance (Kensington Women's Dinner)	1,224	3,725
Grants received in advance	15,200	31,826
TOTAL CURRENT LIABILITIES	100,855	123,403
NET ASSETS	444,845	409,847
EQUITY		
Opening Balance 1 January 2016	116,627	87,212
Net Operating Surplus for the Year	34,998	29,415
Capital Reserves & Grants Opening Balance	293,220	293,220
TOTAL EQUITY	444,845	409,847

ACKNOWLEDGEMENTS

FUNDING BODIES

City of Melbourne

Department of Education and Training

Department of Health and Human Services

Department of Infrastructure and Regional Development

Office of Multicultural Affairs and Citizenship

Aspire Foundation

Christ Church Kensington

R E Ross Trust

Bank Australia

Bendigo Bank Flemington

Uniting Care Hotham Mission



Annecto

Adult Multicultural Education Services

Asylum Seeker Resource Centre

Australian Federation of Disability Organisations

Carlton Neighbourhood Learning Centre

Christ Church Kensington

coHealth

Farnham Street Neighbourhood Learning Centre

Gowrie Victoria

INC Education Advisory & Support Service Co-operative Limited

Linfox

Maribyrnong & Moonee Valley LLEN

North Melbourne Language & Learning

Service Stars—Jobs Alliance

The Centre (Connecting Community in North & West Melbourne)

The Venny

Unison (formerly Urban Communities)

Uniting Care Hotham Mission

VincentCare Victoria

Wheel Women

Wingate Avenue Community Centre

BOARD

Abigail Elliott, Chairperson
Sian Harris, Vice Chairperson
Andrew Carra, Treasurer
Marie Delaney, Secretary
Suzanne Adams

Edith Chen Kate Riches Ylan Rodgers Jack Ho (resigned)







STAFF AND CONTRACTORS

Carolyn Webster Manager

Rebecca Smith Further Education Co-ordinator
Ailsa Breheny Community Development Worker
Loretta Curtin Community Development Worker

Kerrie Jones Administration Support, Family Literacy Program Co-ordinator

Karen Potts Administration Support

Hayat Alisheikh Assistant - Morning Childcare

Jill Barnard Teacher - English as an Additional Language

Caitlin Buckley Teacher - Digital Literacy
Vy Cardona Teacher - Cooking workshops

Louise Cindric Teacher - Prepare for Work in Warehousing Georgina Costello Teacher - Health & Wellbeing workshops

Iza Davies Assistant - Morning Childcare
Marie Delaney Teacher - Social Media Marketing

Alison Dew Teacher - Sewing, Ukulele

Samia Eldib Co-ordinator - Study Support Program

Zafu Engda Cleaner

Samantha Flanagan Instructor - Gentle Exercise
Kelly Gatchell Hartley Teacher - Painting & Drawing
Rita Giancola Assistant - Morning Childcare

Clare Hawkins Teacher - Create your own Micro Business

Alana Kelsall Teacher - Creative Writing
Sarah Kempf Facilitator - Decoding You
Ruth Kennedy Choir Leader - KenSingers
Lucy Lorefice Instructor - Baby Massage

Shannon Maxwell Teacher - Environmental workshops

Fiona Maybery Facilitator - Decoding You Tina McCarthy Instructor - Wheel It Right

Christine McPherson Teacher - English as an Additional Language

Andrew McSweeney Instructor - Qigong

Rebecca Motter Teacher - Social Media Marketing
Josh Muir Teacher - Environmental workshop
Lisa Nolan Teacher - Painting & Drawing

Veronica Passmore Teacher - Painting & Drawing, Creative Arts, Lino Cut, Screen Printing

Sema Piyaratne Assistant - Morning Childcare Philip & Renee Quayle Facilitators - Beer Appreciation

Clara Rizzi Facilitator - Meditation and Mindfulness
Pia Robson Garth Co-ordinator - Study Support Program
Carol Roe Team Leader - Morning Childcare

Elizabeth Slatyer Teacher - Digital Literacy
Noel Smith Contract - IT Support

Pam Stiles Teacher - Prepare for Work in Childcare
Jacqui van Heerden Teacher - Environmental Programs

Jo Windred Choir Leader - KenSingers Bev Wyburn Contractor - Bookkeeping

VOLUNTEERS

Suzanne Adams Gardening

Alice Andreu Study Support Program
Stephen Angus Resume Support Program
Doug Booth Volunteer Tutor Program
John Brown Wednesday Social Group

Arshpreet Chadha Code Club

Scott Charles Wednesday Social Group

Roslyn Gautier Elderly Vietnamese & IndoChinese Group and Resume Support

Charlotte Gillam Volunteer Tutor Program
Erica Green Volunteer Tutor Program
Peter Greenwood Volunteer Tutor Program
Barbara Holland Volunteer Tutor Program

Kim Lan Hua Elderly Vietnamese & IndoChinese Group

Tom Huynh Code Club

Barbara Jacobs Drop in Form Filling Hulya Kazanaksu Family Literacy Program

Mohsen Keikhavani Code Club

Bei Shen Khor Gentle Exercise, Elderly Vietnamese & Indochinese Group

Karin Klotzbuecher Code Club

Trista Koproski Volunteer Tutor Program, Family Literacy Program

Romain Latour Study Support Program
Kim Le Resume Support Program

Kimmie Le Kensingers Choir Thi Mai Le Morning Childcare Simon Mackinnon Study Support Program Frances McKay Resume Support Program Jocelyn Michell Study Support Program **Briley Miller** Family Literacy Program Haroon Mohamed **Tuesday Night Social** Akhila Nagaraja Study Support Program

Binh Nguyen Code Club

Kathleen Nolan Volunteer Tutor Program, Drop In Form Filling

Kathryn Noonan

Ken Oag

Tuesday Night Social

Tara Paterson

Marina Perkovich

Nicholas Plaister

David Pontin

Volunteer Tutor Program

Tuesday Night Social

Study Support Program

Family Literacy Program

Resume Support Program

Family Literacy Program

Ylan Rodgers Gardening Suerya Sapuan Code Club

Barbara Simmonds Resume Support Program
Ben Somer Wednesday Social Group
Wendy Toohey Wednesday Social Group

Lo An Tran Elderly Vietnamese & IndoChinese Group

John Trewin Gardening

Janet Walker Family Literacy Program
Margaret Waller Volunteer Tutor Program

Sylvia Wheeler Family Literacy Program, Drop In Form Filling, Resume Support

Anita Wong Drop In Form Filling

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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VICTORIAN TRAINING AWARDS
WINNER





