

ANNUAL REPORT 2014

**Kensington
Neighbourhood
House** EST 1975 

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CHAIRPERSON'S REPORT

The story of Kensington Neighbourhood House started back in 1975 in the lounge room of a small Bellair Street house where seven local women discussed how they could support each other. From there it has grown to be a vibrant, quality and innovative centre providing programs to a diversity of people every year taking into consideration cultural, social and financial needs.

In the last year over 1,000 people have come through the door to participate in programs that range from recreation workshops to social groups to adult education programs as well as morning childcare. The House has remained focussed on breaking down isolation and supporting local people to meet others, form new friendships and feel part of the Kensington community.

The staff have demonstrated another wonderful year of enthusiasm, energy and openness. The Manager, Carolyn Webster, has provided great leadership, responsive programming and continues to go 'beyond the call of duty' to ensure all the programs at the House run smoothly and efficiently. Both her grant writing and collaboration skills have allowed the development of new programs such as *The Light Bulb Moment – Making Electricity Simple* and *Tuesday Night Social* and the continuation of successful programs such as the Study Support Program which provides free homework and study support to secondary school students. I thank Carolyn and all the part time and sessional staff for their professionalism and for supporting the organisation's vision of 'removing barriers and empowering people' for all those who come through the front door.

The INC partnership, which is made up of six local Neighbourhood Houses launched their new enterprise INC Education Advi-



sory and Support Service Co-operative Limited and appointed a General Manager. This service is an innovative and creative way to improve the fiscal and management efficiencies to member agencies. With the ever increasing costs of overheads and administration new ways of collaborating to ensure Neighbourhood Houses can operate as efficiently as possible are being required.

In the last year the KNH Board farewelled Sarah Yallop and Shriti Daga (Treasurer), and welcomed Yeshwant Mudaliar. Other committee members included Joy Pratt, Wendy Toohey, Mary Thornton (Vice Chair), Marie Delaney (Secretary), Chris Clark and Sian Harris. I take this opportunity to thank my fellow Board members who are highly committed to supporting the future growth and strengthening of the House and its programs.

Finally I conclude by encouraging you to drop in and pick up a KNH course brochure or visit www.kensingtonneighbourhoodhouse.com and enrol in a program – there is definitely something for everyone and who knows what new friends you might meet.

Abigail Elliott

MANAGER'S REPORT

2014 was a year of consolidation and review for the Kensington Neighbourhood House.

A drop in demand for our Certificate III in Children's Services course combined with the ever increasing compliance costs associated with being a registered training organization forced us to examine our financial viability as a provider of accredited education. The decision not to renew our registration at the end of the year came with a mix of sadness and relief.

Kim Dainton, our Certificate III in Children's Services teacher, did an amazing job with our last intake of students. She went above and beyond what was required to ensure every single student enrolled completed and obtained their qualification. The students must also be congratulated for their determination and commitment to succeed.

In August the focus was on our pre-accredited adult education programs when we were awarded the 2014 Learn Local Legend Award in recognition of our contribution to pre-accredited training and the Learn Local sector. Over the last few years the House has focused on diversifying its range of pre-accredited courses. New courses developed include; English for Heavy Vehicle Licence, Study Support for Cert III students (which we ran both at Kensington Neighbourhood House and as an outreach class for students studying at Gowrie Victoria) and Prepare for Work.

Our Morning Childcare Service farewelled Ann Morrison after ten years of caring for children at the Neighbourhood House. Even though staff and families were sad to see Ann go, the service never skipped a beat and still continues to be the most popular and in demand program at the House.

Our social and recreational programs were enhanced with the addition of an evening social program for socially isolated women and a drop in program for people needing help filling out forms understanding documentation.

As always we pride ourselves in having a diverse range of programs designed to engage all sectors of the community. We aim to provide an inclusive service where there's something for everyone.

Our Inner North Cluster (INC) partnership with five other Neighbourhood Houses continues to lead the way forward for our sector. In 2014 the INC Education Advisory and Support Service Co-operative Limited was established to provide back of house services to the founding members.

The other partnerships that play an important role in our success are with organisations such as Urban Communities, Christ Church Kensington, Uniting Church Hotham Mission, Gowrie Victoria and the various committees and working groups we are involved in. These partnerships are instrumental in helping the House meet the needs of our community.

Of course all of the above would not have been possible without our dedicated team of staff, teachers and volunteers. It is their contribution that helps to make the Kensington Neighbourhood House so special.

Also a special thank you to the Committee of Management for their support and last but not least our funding bodies for without which none of this would be possible.

I look forward to a big year in 2015 as we celebrate our 40th anniversary.

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 employment opportunities.

Our training aims to build individual and community capacity so that there is full participation for all in our diverse society.

In 2014 Kensington Neighbourhood House offered 10 English as a Second Language focussed classes, one accredited vocational course, 11 digital literacy courses, a financial literacy course as well as community based learning through our volunteer out-reach program.

The House increased its delivery of Adult Community and Further Education (ACFE) funded programs by 12%.



MORNING CHILDCARE

The morning childcare is the most in demand activity run by the House. Three hours of morning childcare are offered four 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.

"The staff genuinely enjoy interacting with the kids. I like the fact that the activities are always changing to stimulate them."

Parent survey response 2014



RECREATIONAL PROGRAMS

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 2014 the House offered:

- nine arts courses and eight arts workshops
- 5 courses for children and 15 school holiday activities
- two environmental programs and four workshops
- two health and wellbeing courses and one workshop
- six food and wine workshops

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

SOCIAL GROUPS

The aims of our social groups are to reduce social isolation and provide access to information. In 2014 the House hosted five different social groups.

Our Wednesday Social Group is one of the mainstay groups of the House. Made up of seniors of mixed nationalities, this group meets weekly for a low cost two course meal and bingo. Lunches at the House alternate with a day trip every three weeks.

The largest of our Social Groups is the Elderly IndoChinese & Vietnamese group which boasts over 60 members. Information on health and ageing is provided to the group with the use of interpreters on a fortnightly basis. Meetings at the House alternate with day trips. Once a year they go on camp.



2014 HIGHLIGHTS

COURSES

- 15 students obtained their Certificate III in Children's Services.
- 14 new volunteers were recruited and trained as English Language Tutors to support CALD residents in their homes.
- Developed and delivered customised Financial Literacy training to 15 Tibetan clients of New Hope in partnership with the Bendigo Bank.
- Developed and delivered ten *Making Electricity Simple* information sessions to multicultural seniors groups with funding from the Dept of State Development, Business and Innovation. The project helped 299 individuals make more informed choices about purchasing and using electricity.
- Successfully piloted the Tuesday Night Social program with funding from the Mercy Foundation. The program helps reduce social isolation for older women.
- The House received over 1,000 enrolments across our courses and activities during 2014.



- 15 students successfully obtained their Medium Rigid Drivers Licence after participating in our English for Heavy Vehicle Licence course.

PARTNERSHIPS

- Continued to work with the Inner North Cluster (INC) of Neighbourhood Houses. 2014 highlights for INC included the establishment of the INC Education Advisory & Support Service Co-operative Limited and securing funding from Financial Literacy Australia to develop financial literacy education resources.
- Delivered pre-accredited English language support classes to students at Gowrie Victoria.
- Partnered with Urban Communities to continue delivering the Study Support Program and wrote a successful funding submission to the RACV Foundation for the *Wheel It Right* project.
- Hotham Mission and Christ Church Kensington provided funding to the House for delivery of English language classes to asylum seekers.

EVENTS

- Assisted with the organisation of the Kensington Celebrating Community Festival held on 16 March.
- Hosted a *Clean Up Australia Day* site with the help of 25 volunteers.
- Hosted a lunch during *Adult Learners Week* for students to celebrate their achievements.
- 23 members of the Elderly Vietnamese & Indo-Chinese Group went on a five day trip to Sydney and Canberra.
- Conducted a Tour of Neighbourhood Houses in the west of Melbourne in partnership with Network West. The tour showcased areas of innovation and best practice. Participants were made up of staff and committee from various neighbourhood houses and centres.

INNOVATION

- Grant funding obtained from ACFE to identify and showcase areas of innovation, best practice and successful partnerships across Network West.
- Presented at Excellently Local PQF Conference.

ORGANISATION

- Received Learn Local Legend Award for the North Western Metropolitan region of ACFE. Learn Local Legends are considered to have provided an exceptional contribution to their staff, clients and the broader community.
- Presented at HESG quarterly branch meeting, North East Learn Local forum, Gippsland Learn Local forum and ACFE Regional Council meeting.



STUDENT OF THE YEAR

Soroor Fani immigrated from Iran to Australia in 2011 to join her two adult children. She'd learnt a little English whilst in Iran but still saw herself as a beginner.

Upon arriving in Melbourne she spent six months living with her son in Brunswick before moving to Kensington. She attended English classes at the Carlton Neighbourhood Learning Centre (CNLC) for two years, and enjoyed the friendly and relaxed environment.

Soroor then attended classes at Kensington Neighbourhood House and became one of the top students in Level 2 by the end of 2014.

Her teacher, Chris McPherson, says "Soroor has a great generosity of spirit and was always willing to support other students in the class." Chris loved having her in class, "She has such wide knowledge, in terms of geography, and was always willing to pass on her knowledge and contribute to class discussion".

Soroor is also a student in our Volunteer Tutor Program. She has been meeting with her tutor, Erica, once a week for the past two years to practice English. Erica says, "It's been most rewarding to see her progress and grow in confidence."

At home Soroor regularly watches TV, uses the internet for study of English, and is able to understand a lot of what is being said. She still finds it difficult when people talk too fast so her son has put English subtitles on her television to help with her comprehension.

Improving her English has made Soroor more confident and independent. She no longer needs an interpreter when she goes



to the doctor and is able to make conversation with neighbours on her regular morning walks along the Maribyrnong River. She's able to host meetings of a local Baha'i community group where she's responsible for organising room bookings, collecting keys and setting alarms.

In 2015 Soroor is undertaking a Certificate III in English as an Additional Language at Farnham Street Neighbourhood Learning Centre to continue her learning journey.

Soroor is a worthy recipient of our Student of the Year Award for her commitment, determination and willingness to always give things a go.

VOLUNTEER OF THE YEAR



Jian Li Yew has been a volunteer in the Study Support Program (SSP) at the Kensington Neighbourhood House for nearly two years, regularly giving up her Saturday mornings to help secondary school students with their homework and study.

Born in Malaysia, Jian Li moved to Melbourne to study at Melbourne University. She's currently in her third and final year of her Bachelor of Science, majoring in Bio Chemistry.

Her Co-ordinator, Samia Eldib, says "Jian Li interacts well with students and her good general knowledge means she is able to assist the students with a variety of tasks not limited to Maths and Science. I always enjoy working with her as she is very approachable".

Jian Li has always been an active volunteer. Back in Malaysia her volunteering covered everything from environmental issues and feeding the homeless to teaching Maths to Somalian refugees.

"I like doing something for the community as it makes me feel good", she says.

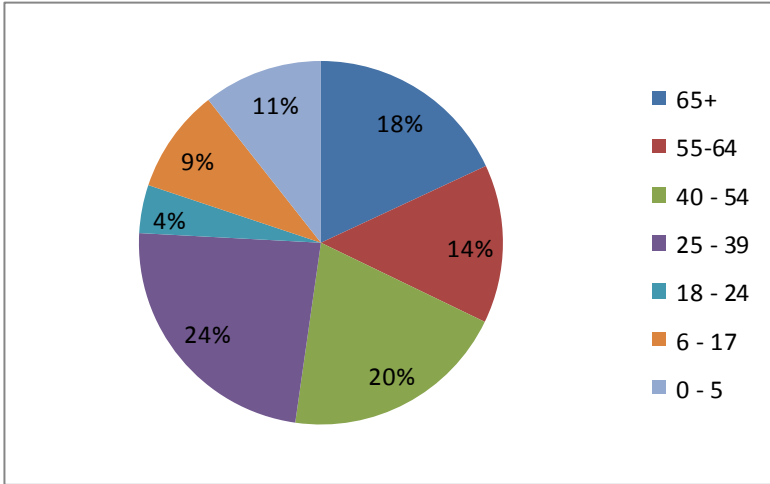
The interaction with the kids is what she likes best about her time at the Kensington Neighbourhood House. "It's amazing how we bond over the Saturdays. Most students were reluctant initially, but now everyone asks me how I'm going."

When Jian's not busy volunteering or studying herself she enjoys cooking – both Western and Chinese food.

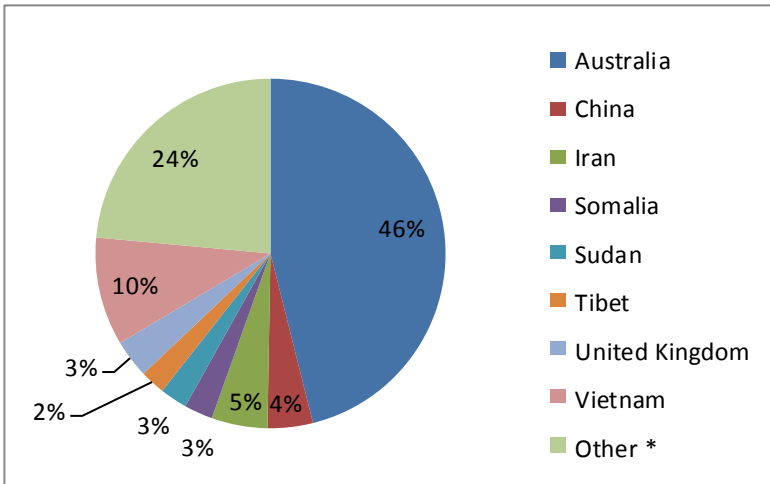
Jian Li's a worthy recipient of our 2014 Volunteer of the Year Award.

PARTICIPANT STATISTICS

AGE GROUPS

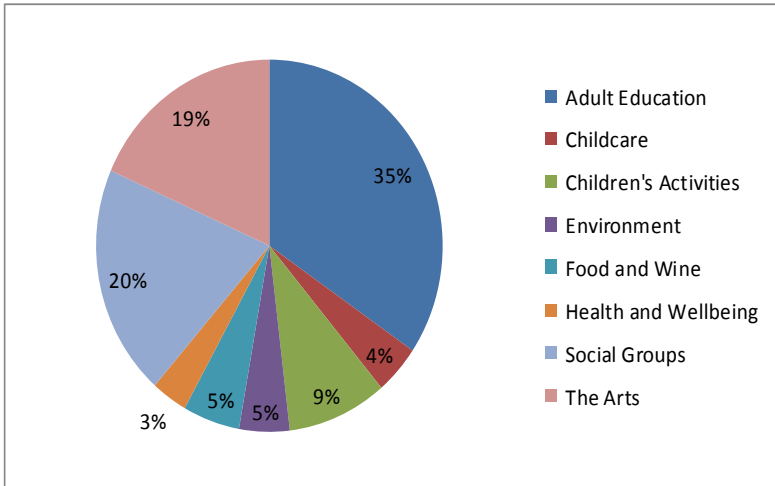


COUNTRY OF BIRTH

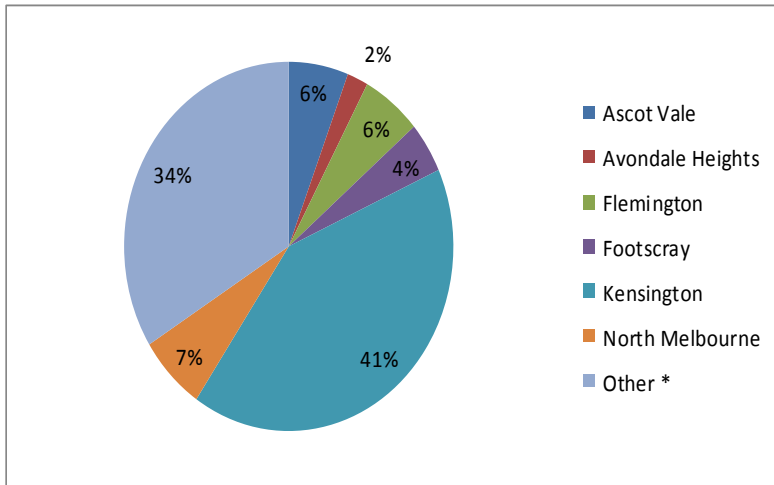


Other*: Afghanistan, Argentina, Bangladesh, Belgium, Brazil, Burma, Cambodia, Canada, Chile, Colombia, Croatia, Czechoslovakia, East Timor, Egypt, El Salvador, Ethiopia, Eritrea, Fiji, France, Germany, Greece, Holland, Hong Kong, Hungary, India, Indonesia, Iraq, Italy, Japan, Jordan, Kenya, Korea, Laos, Lebanon, Malaysia, Malta, Mongolia, Netherlands, New Zealand, Papua New Guinea, Philippines, Russia, Singapore, South America, South Korea, Sri Lanka, Sweden, Taiwan, Thailand, Timor, Turkey, United States, Venezuela

PARTICIPATION IN ACTIVITIES



SUBURB OF RESIDENCE



Other* Aberfeldie, Airport West, Albion, Altona Meadows, Altona Nth, Blackburn Sth, Braybrook, Brighton, Broadmeadows, Brooklyn, Brunswick, Brunswick East, Brunswick West, Cairnlea, Camberwell, Carlton, Clifton Hill, Coburg, Cockatoo, Dallas, Deer Park, Diggers Rest, Docklands, East Keilor, East Malvern, Elsternwick, Epping, Essendon, Essendon Nth, Fawkner, Fitzroy, Forest Hill, Glenroy, Glen Waverley, Hadfield, Hobart Sth, Kealba, Keilor, Kew East, Kings Park, Kingsville, Lalor, Maidstone, Mari-byrnong, Meadow Heights, Melbourne, Melton, Melton West, Moonee Ponds, Newport, Niddrie, North Sunshine, Northcote, Oak Park, Parkville, Pascoe Vale, Pascoe Vale South, Point Cook, Port Melbourne, Prahran, Preston, Princes Hill, Reservoir, Seabrook, Seddon, South Melbourne, Southbank, Spotswood, Springvale, Springvale South, St Albans, Strathmore, Sunbury, Sunshine, Sunshine North, Sunshine West, Thomastown, Travancore, Werribee, West Footscray, West Melbourne, Williamstown, Yarraville

TREASURER'S REPORT

I would like to present the 2014 financial statements and 2014 financial year auditor report to the board for approval.

We have engaged Eugene Odachowski to conduct the annual audit for our entity and I have been advised that the 2014 financial reports have passed the annual audit tests.

2014 was another successful year for Kensington Neighbourhood House from both programming and financial perspectives.

Financially, the strong cash flow performance of the entity for the year has resulted in an improvement of the cash position

with the financial statements reporting an operating surplus of \$19,166.

Year-on-Year, 2014 income has dropped by \$111,000 from 2013 mainly due to reduced funding Skills Victoria (one less course was offered in 2014) and lower ACFE funding. However, it is expected that key revenue streams for 2015 will be healthy and reflect an increase from their 2014 levels.

The financial position of the organisation is very sound. Current assets are strong, and comprise primarily cash and cash equivalents. Cash (including term deposit) has increased by \$40,000 from 2013, while

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2014

	2014	2013
	\$	\$
INCOME		
Grants – ACFE	107,106	164,833
Grants –DEECD Childcare	1,806	4,991
Grants – Skills for Victoria	20,965	58,004
Grants – Local Government	88,223	102,902
Department of Human Services	100,941	95,404
Fees	123,242	132,270
Other income	37,306	31,965
Interest received	<u>4,288</u>	<u>5,178</u>
TOTAL INCOME	<u>483,877</u>	<u>595,547</u>
EXPENDITURE		
Program Costs	247,501	381,560
Administration Expenses	43,024	58,481
Depreciation	16,762	19,267
Employment Expenses	141,270	144,087
Occupancy Expenses	14,679	20,793
Financial Expenses	5,893	8,583
Other Expenses	<u>(4,418)</u>	<u>(3,619)</u>
TOTAL EXPENDITURE	<u>464,711</u>	<u>629,152</u>
NET OPERATING INCOME (LOSS) FOR THE YEAR	<u>19,166</u>	<u>-33,605</u>
Retained Profits (Losses) at the beginning of the financial year	<u>67,108</u>	<u>100,713</u>
Retained Profits (Losses) at the end of the financial year	<u><u>86,274</u></u>	<u><u>67,108</u></u>

Liability has reduced by \$187,000 (mainly due to reduction in grants received in advance).

It is also appropriate to acknowledge the excellent work of our management,

Carolyn Webster, for her effort and delegation which enable us to best position the organisation for future sustainability and growth.

Jack Ho

ASSETS AND LIABILITIES STATEMENT 31 DECEMBER 2014

	2014	2013
	\$	\$
CURRENT ASSETS		
Cash at Bank	73,532	28,944
Term Deposits	100,000	104,489
Cash on Hand	100	250
Debtors	3,799	593
Prepayments	<u>3,948</u>	<u>12,960</u>
TOTAL CURRENT ASSETS	<u>181,379</u>	<u>147,236</u>
NON-CURRENT ASSETS		
Buildings—at Cost	399,581	399,581
Less Accumulated Depreciation	-95,887	-85,897
Furniture and Fittings	41,935	73,942
Less Accumulated Depreciation	<u>-38,426</u>	<u>-67,701</u>
TOTAL NON-CURRENT ASSETS	<u>307,203</u>	<u>319,925</u>
TOTAL ASSETS	<u>488,582</u>	<u>467,161</u>
CURRENT LIABILITIES		
Trade and other creditors	6,060	9,102
GST Payable	4,816	12,028
Other Creditors	4,578	3,139
Provision for Annual Leave	23,398	26,028
Provision for Long Service Leave	18,316	14,627
Provision for Indo Chinese/Vietnamese Group	17,470	22,748
Provision for Women’s Dinner	4,528	4,930
Grants received in advance	<u>29,922</u>	<u>176,836</u>
TOTAL LIABILITIES	<u>109,088</u>	<u>269,438</u>
NET ASSETS	<u>379,494</u>	<u>197,723</u>
MEMBERS EQUITY		
Opening Balance 1 January 2014	67,108	100,713
Add/Less Net Operating Profit/Loss for the Year	<u>19,166</u>	<u>-33,605</u>
	86,274	67,108
Add Capital Reserve & Grants 1 January 2014	130,615	130,615
Add Transfers from Deferred Capital Grants Liability	<u>162,605</u>	<u>0</u>
TOTAL EQUITY 31 DECEMBER 2014	<u>379,494</u>	<u>197,723</u>

ACKNOWLEDGEMENTS

FUNDING BODIES

City of Melbourne
Department of Education and Early Childhood Development
Department of Human Services
Department of State Development, Business and Innovation
Office of Multicultural Affairs and Citizenship
Uniting Church Hotham Mission
Christ Church Kensington
coHealth
Mercy Foundation
Urban Communities
Bendigo Bank
Flemington Rotary

PARTNERS

Barklys Driving School
Carlton Neighbourhood Learning Centre
Christ Church Kensington
coHealth
Farnham Street Neighbourhood Learning Centre
Flemington Neighbourhood Renewal
Gowrie Victoria
INC Education Advisory & Support Service Co-operative Limited
Kensington Community Recreation Centre
Network West
New Hope Foundation
North Melbourne Language & Learning
The Centre (Connecting Community in North & West Melbourne)
The Venny
Urban Communities
Uniting Church Hotham Mission
Wingate Avenue Community Centre
Wintringham

COMMITTEE OF MANAGEMENT

Abigail Elliott, Chairperson
Mary Thornton, Vice Chairperson
Jack Ho, Treasurer
Marie Delaney, Secretary
Chris Clark
Shriti Daga (retired)

Sian Harris
Sasha James (retired)
Yeshwant Mudaliar
Joy Pratt
Wendy Toohey



CITY OF MELBOURNE



STAFF AND CONTRACTORS

Carolyn Webster	Manager
Kirstie Perry	Further Education Co-ordinator
Rebecca Smith	Further Education Co-ordinator
Gina Mancuso	Community Development Worker
Kerrie Jones	Administration Support
Karen Potts	Administration Support
Hala Abdelnour	Facilitator - Tuesday Night Social
Hayat Alisheikh	Assistant - Morning Childcare
Jill Barnard	Teacher - English as a Second Language
Emilie Collyer	Teacher - Creative Writing
Georgina Costello	Teacher - Kitchen Pharmacy
Kimberly Dainton	Teacher - Cert III in Children's Services
Iza Davies	Assistant - Morning Childcare
Alison Dew	Teacher - Sewing, Ukulele, School Holiday Activities
Zafu Engda	Cleaner
Rita Giancola	Assistant - Morning Childcare
Marlene Habib	Facilitator - Tuesday Night Social
Peter Hanlon	Teacher - Financial Literacy
Denise Henderson	Bookkeeper
Shelley Hosking	Teacher - Digital Literacy, Beer Appreciation, Making Electricity Easy
Berhan Jaber	Recruitment Officer
Cathy Jackson	Teacher - Photography
Peter Jago	Teacher - Millinery
Sarah Jones Ferguson	Facilitator - Communication and Assertiveness Group
Connie Lan	Co-ordinator - Mandarin Playgroup
Stella Maugeri	Teacher - English as a Second Language
Shannon Maxwell	Teacher - Environmental workshops
Tina McCarthy	Teacher - Bicycle Maintenance
Christine McPherson	Teacher - English as a Second Language
Karina Merrix	Teacher - English as a Second Language
Sue Michell	Teacher - English as a Second Language
Ann Morrison	Team Leader - Morning Childcare Service
Jane Murphy	Teacher - Cooking
Lisa Nolan	Teacher - Painting & Drawing
Veronica Passmore	Teacher - Painting & Drawing, Creative Arts, Lino Cut, Screen Printing
Clara Rizzi	Facilitator - Meditation and Mindfulness
Carol Roe	Team Leader - Morning Childcare
Laura Sheridan	Choir Leader - Kensingers, Sight Singing
Elizabeth Slatyer	Teacher - Digital Literacy
Dustin Stenvy	Teacher - English as a Second Language
Pam Stiles	Teacher - Cert III in Children's Services
Patty Trajkovska	Co-ordinator - Study Support Program, Teacher - English as a Second Language
Jacqui van Heerden	Teacher - Gardening, Meditation
Jo Windred	Choir Leader - KenSingers

VOLUNTEERS

Diana Bianciardi	Volunteer Tutor Program
Janet Bond	Volunteer Tutor Program
Doug Booth	Volunteer Tutor Program
John Brown	Wednesday Social Group
Robyn Bulluss	Volunteer Tutor Program
Samantha Carter	Volunteer Tutor Program
Barry Clarke	Volunteer Tutor Program
Judi Cowlrick	Volunteer Tutor Program
Tom Cowlrick	Volunteer Tutor Program
Samia Eldib	Study Support Program
Charlotte Gillam	Volunteer Tutor Program
Christopher Grabham	Study Support Program
Erica Green	Volunteer Tutor Program
Ramla Hersi	Study Support Program
Kim Lan Hua	Elderly Vietnamese & IndoChinese Group
David Gunn	Volunteer Tutor Program
Ramla Hersi	Study Support Program
Barbara Holland	Volunteer Tutor Program
Veronica Johnston	Volunteer Tutor Program
Stephanie Jones	Volunteer Tutor Program
Ellie Keron	Drop in Form Filling
Romain Latour	Study Support Program
Colleen Loughlin	Volunteer Tutor Program
Shannon Maxwell	Volunteer Tutor Program
Hannah Murphy	Study Support Program
Sa Nguyen	Elderly Vietnamese & IndoChinese Group
Kathryn Noonan	Volunteer Tutor Program
Danielle Payne	Creative Art for Kids
Karen Percy	Volunteer Tutor Program
Shannon Simmons	Volunteer Tutor Program
Elizabeth Slatyer	Volunteer Tutor Program
Ben Somer	Wednesday Social Group
Alexandra Spangaro	Media and Communications
Marisa Supple	Volunteer Tutor Program
Wendy Toohey	Wednesday Social Group
John Trewin	Gardening
Chi Tran	Elderly Vietnamese & IndoChinese Group
Monica Vandenberg	Volunteer Tutor Program
Amy van den Nieuwenhof	Volunteer Tutor Program
Margaret Waller	Volunteer Tutor Program
Krista Weymouth	Volunteer Tutor Program
Anita Wong	Drop In Form Filling
Jian Li Yew	Study Support Program

Kensington Neighbourhood House

The Kensington Neighbourhood House strives to be the leading provider in Melbourne of adult education, personal development, community building and childcare programs. We remove barriers and empower people.



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2014
LEARN LOCAL
AWARD
LEGEND

Kensington
Neighbourhood
House EST 1975