

Kensington Neighbourhood House EST 1975



ANNUAL REPORT 2013

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CHAIRPERSON'S REPORT



Kensington is a vibrant, diverse and constantly changing suburb which is fortunate to house one of the approximately 350 Neighbourhood Houses which exist across Victoria. Kensington Neighbourhood House (KNH) started with a group of community members initially meeting at an individual's home, to then receiving government funding for a coordinator and cost free lease to operate out of a State Government owned facility. KNH has flourished since then offering a very broad range of training, childcare, social connection and support groups to those of all abilities, backgrounds and ages.

Next year KNH will celebrate its 40th anniversary which is a credit to the staff and volunteers who have worked with dedication and enthusiasm to continually meet the community's needs.

Neighbourhood Houses are uniquely positioned to provide programs which can quickly change and evolve depending on community feedback which is based on needs assessments and also on the number of enrolments for a program. A recent example of this at KNH was offering a second course teaching *English for a Heavy Vehicle Licence* due to the demand and another *Painting and Drawing* class due to the waiting list of participants. Likewise courses that are not getting enough enrolments to make them financially viable are reviewed.

KNH is uniquely positioned in that it offers programs for people of all backgrounds and demographics attracting good 'fee for service' attendance from those that can afford to pay through to free programs such as the *English for Asylum seekers* and *Study Support Program*.

Carolyn Webster the Manager is very skilled at seeking grants to support the philanthrop-

ic work of KNH and recruiting staff that have the values that the organisation requires to be a well-respected and busy centre.

During 2013 KNH farewelled Sandra McCarthy the Further Education Coordinator after nine years of service. I take this opportunity to thank Sandra for her role in providing adult education programs to thousands of adults. She was highly regarded and skilled in the adult education sector.

There has been some innovative and exciting work being done by the INC network of Neighbourhood Houses of which KNH is a member to develop new business models to improve fiscal and management efficiencies. A new agency has been established called the INC Education Advisory and Support Service Cooperative Limited and as soon as registration is complete a range of financial and human resource services will be on offer to initially those in the network with future plans to broaden this opportunity to other Neighbourhood Houses. I congratulate the INC network on being visionary in their future planning to ensure they utilise their limited resources collaboratively for the benefit of all.

I conclude by thanking the staff and volunteers of KNH for their ongoing dedication to every individual that passes through our doors, to the broad number of partner organisations that work so collaboratively and to my fellow Board members who are highly committed to supporting the future endeavours of KNH.

Abigail Elliott

MANAGER'S REPORT



2013 was a year of growth and development for the Kensington Neighbourhood House. With the assistance of an ACFE Capacity and Innovation Fund grant we were able to employ a Business Development Project worker whose brief was to increase the number of enrolments across our adult education programs.

Sarah Johnson, in the role of Business Development Officer, was instrumental in helping us develop new relationships and partnerships. This exposed us to new student cohorts and generally raised the profile of the House. Towards the end of the year the benefits became visible as enrolment numbers in the second half of the year far outweighed those at the beginning of the year.

New connections also gave us greater insight into the community and its needs which in turn have fed into our program planning for 2014.

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.

The gentrification of Kensington provides us with opportunities such as running fee for service courses where we can cross subsidise the profits with other unfunded programs. We are also inundated with some amazing volunteers who choose to spend their spare time helping others, for example in our Volunteer Tutor and Study Support Programs.

Our Inner North Cluster (INC) partnership with five other Neighbourhood Houses continues to lead the way forward for our sector. INC works on many levels from

sharing of information and staff networking through to collaborative projects and a soon to be registered service agency. This is an exciting opportunity for the Kensington Neighbourhood House that will help secure our long term viability.

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 and the various committees and working groups we are involved in. These partnerships are instrumental in our ability to understand and work with 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.

I would like to acknowledge Sandra McCarthy, our long serving Further Education Co-ordinator, who retired during the year. Sandra was extremely skilled at what she did and her warm personality epitomised what Neighbourhood Houses are all about.

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 year of consolidation in 2014.

Carolyn Webster

PROGRAMS AND ACTIVITIES

FURTHER EDUCATION

Further Education courses at the House provide students with study and work skills that enables 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 2013 Kensington Neighbourhood House offered 14 English as a Second Language focussed classes, three accredited courses, two customised accredited short courses, three customised pre-accredited short courses, 19 digital literacy courses as well as community based learning through our volunteer outreach program.

Our further education programs were given a boost with the employment of a Business Development Officer.



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.

“Every stage of the girls development has been handled just as we would as parents” (feedback from 2013 parent satisfaction survey)

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 2013 the House offered:

- 7 arts courses and 2 arts workshops
- 5 courses for children and 13 school holiday activities
- 2 environmental workshops
- 3 health and wellbeing courses and 1 workshop
- 8 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 aim of our social groups are to reduce social isolation and provide access to information. In 2013 the House hosted three 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 80 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.



2013 HIGHLIGHTS

COURSES

- Successful in gaining a \$10,000 Federal Government grant *Productive Ageing through Community Education* to fund a series of ten week courses on health and nutrition for seniors.
- 10 students worked with our regular Creative Writing tutor, Emilie Collyer, and other guest professional writers and editors to create and self publish their work in *The Writing Project*.
- Successfully piloted a Study Support Program in partnership with Urban Communities to provide homework and study support for children in years 7 to 10.
- 21 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.
- Obtained a grant from RACV which enabled 10 students enrolled in the English for Heavy Vehicle Licence course to sit their practical licence test. All 10 applicants were successful in obtaining their licence.
- Developed and delivered customised OHS and First Aid training to Urban Communities maintenance and grounds team staff.
- 742 individuals enrolled in one or more courses and activities at the House during 2013.

PARTNERSHIPS

- Continued to work with Inner North Cluster (INC) of Neighbourhood Houses. Projects undertaken in 2013 included the development of marketing plan, combined ACFE delivery planning and internal Higher Education & Skills Group audits.
- Established strong links with Wintringham clients through our Wednesday Social Group, Sowing the Seeds of Learning workshop and Healthy Living and Learning course.
- Established eight community garden plots in partnership with Christ Church Kensington.
- Developed a new partnership with Gowrie Victoria to deliver pre-accredited English language support classes to their students.



- Delivered *Prepare for Work* courses in partnership with New Hope Foundation at West Footscray Neighbourhood House and Flemington Neighbourhood Renewal.
- Partnered with Dousta Galla Community Health Service to co-facilitate Mandarin speaking Playgroup.

EVENTS

- Assisted with the organisation of the Kensington Celebrating Community Festival held on 24 March.
- Hosted a *Clean Up Australia Day* site with the help of 42 volunteers.
- Hosted an event during Melbourne Knowledge week titled *Sowing the Seeds of Learning*. Participants learnt about permaculture gardening principles and planted up our newly built community garden plots.
- 40 members of the Elderly Vietnamese & Indo-Chinese Group went on a five day trip to Mildura and surrounds.



INNOVATION

- Employed a Business Development Officer as part of an ACFE Capacity and Innovation Fund Grant. Outcomes were the establishment of new markets and development of strategic relationships with stakeholders.
- Obtained \$150,000 grant from ACFE in partnership with Inner Northern Cluster (INC) to fund the set-up of an INC service agency.
- Member of Network West Governance Project Advisory Group.
- Showcased Kensington Neighbourhood House to two tour groups of new employees and committee members to the Neighbourhood House sector in partnership with Network West.

ORGANISATION

- Published first quarterly e-newsletter to over 800 stakeholders.
- Established a fundraising program to generate income to run English classes for Asylum Seekers.
- Upgraded the backyard to make it more suitable for the Morning Childcare Service.

STUDENT OF THE YEAR

Qiang Ming Yu was born in China and immigrated to Australia in 2005 to be with her daughters and grandchildren.

Once settled in Australia Ming began coming to English classes at the Kensington Neighbourhood House in 2010. She believed that if she were to live in Australia then she must learn to speak English.

Ming's teacher, Sue Michell, nominated her for this award not only because she is a conscientious student, but also because of her awareness of group dynamics. Ming is always welcoming, inclusive and encouraging of new students. "I like coming to classes because everyone is co-operative. The other students are friendly and we learn together", says Ming.

She approaches every class with a smile, enthusiasm and a desire for knowledge and improvement. Her note taking is thorough and meticulous.

For Ming, the English classes have given her the confidence to initiate conversations when she goes out. A recent example of this is when she and her husband found themselves locked in a lift. Ming was able to read and understand the emergency procedures. She used the phone to call for help and explain the details of their predicament.

Ming is a great case in point that you're never too old to learn.



VOLUNTEER OF THE YEAR



There was a touch of fate involved when Ben Somer decided he wanted to donate his time to volunteering.

It was 2010 and the Kensington Neighbourhood House was on the hunt for volunteers. With this in mind Ben approached the House's Manager Carolyn Webster to offer his services. Having only recently lost the previous Wednesday Social Group volunteer Carolyn gratefully took him on in the role and he has been there ever since.

For the past four years, most Wednesdays during the school term Ben has given up his time to come help run the Social Group.

Ben helps prepare and serve up the two course meal, wash and clean all the dishes and set up and pack up the room for the afternoon. He even joins in to play a bit of Bingo when he has finished cleaning up.

So after more than 150 lunches what keeps Ben coming back? "It's the people" he says, "they're delightful."

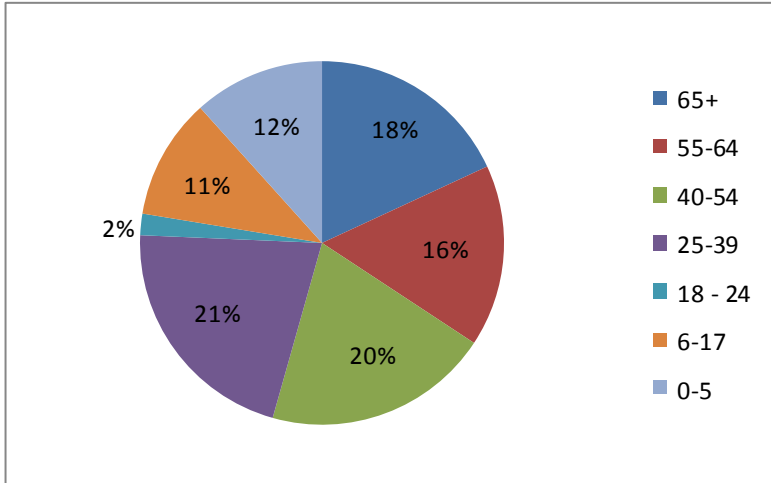
During his time volunteering Ben has seen many different faces come along and enjoy a meal. Some come every week, while others pop in and out over time and while he might not know them all, Ben always goes the extra mile to ensure everyone feels welcome and comfortable.

It's not just the socialising and establishing of networks with people from the local area that keeps Ben coming back, he also enjoys knowing that he is contributing and giving something back to the community.

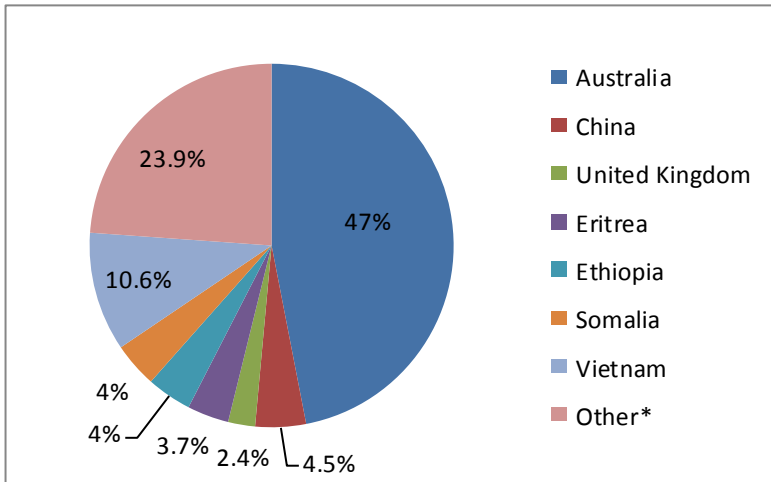
Ben's continued dedication over the past four years to the Wednesday Social Group and his enduring willingness to help is what makes him our Volunteer of the Year.

PARTICIPANT STATISTICS

AGE GROUPS

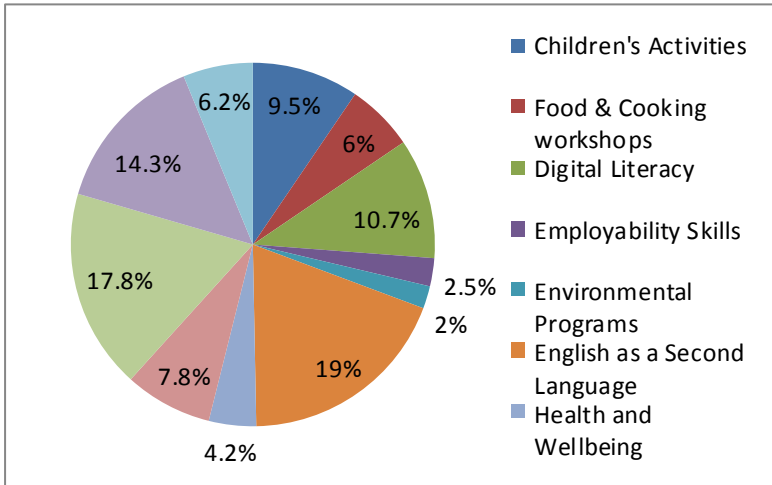


COUNTRY OF BIRTH

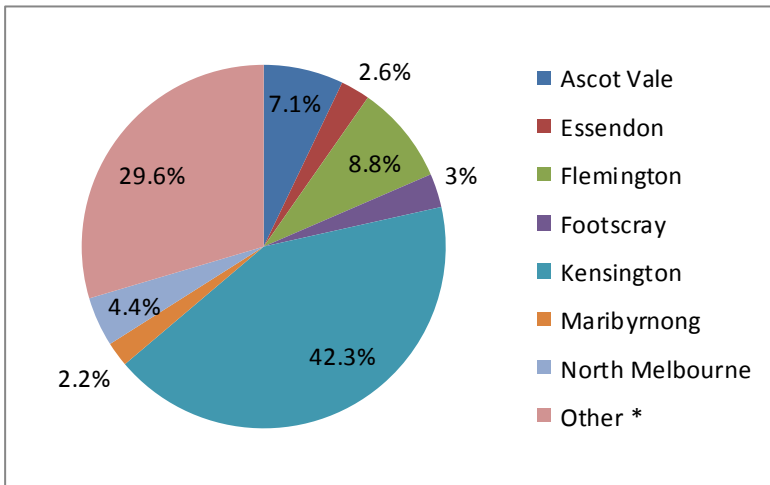


* Aden, Afghanistan, Argentina, Atiu Island, Austria, Bosnia, Burma, Cambodia, Canada, Chile, Colombia, Czech, East Timor, Egypt, Fiji, Germany, Greece, Holland, Hong Kong, Hungary, India, Indonesia, Iran, Iraq, Italy, Japan, Kenya, Korea, Laos, Lebanon, Macedonia, Malaysia, Malta, Mauritius, New Zealand, Pakistan, Peru, Philippines, Poland, Russia, Rwanda, Singapore, Slovenia, South Sudan, Spain, Sri Lanka, Sudan, Thailand, Tibet, Timor, Trinidad, Turkey, Ukraine, United States

PARTICIPATION IN ACTIVITIES



SUBURB OF RESIDENCE



* Aberfeldie, Airport West, Albanvale, Altona, Altona Meadows, Altona North, Ardeer, Avondale Heights, Balaclava, Ballarat, Braybrook, Broadmeadows, Brunswick, Brunswick East, Cairnlea, Carlton, Caulfield South, Clifton Hill, Coburg, Collingwood, Craigieburn, Dandenong, Deer Park, Delahey, Derrimut, Docklands, East Keilor, East Melbourne, Eltham, Essendon North, Fairfield, Fitzroy, Glen Iris, Glenroy, Greenvale, Hawthorn, Heidelberg West, Kealba, Keilor East, Kingsville, Maidstone, Melbourne, Melton South, Mitcham, Moonee Ponds, Niddrie, North Balwyn, North Sunshine, Northcote, Oak Park, Parkville, Pascoe Vale, Pascoe Vale South, Point Cook, Reservoir, Richmond, Ripponlea, Seabrook, Seddon, South Yarra, Spotswood, St Albans, St Kilda, Strathmore, Sunshine, Sunshine North, Sunshine West, Surrey Hills, Thornbury, Tottenham, Travancore, Tullamarine, Werribee, West Footscray, West Melbourne, West Sunshine, Williamstown, Yarraville

TREASURER'S REPORT

2013 was a disappointing year for the House financially. For the first time in over 20 years the House sustained a loss.

Despite an overall increase in income from the previous twelve months the House also experienced a disproportionate increase in program costs. Projected income from Higher Education and Skills Group was substantially less than budgeted due to an unusually large number of student withdrawals. The loss of the Take a Break childcare funding also impacted on the budget.

The decrease in cash held had a flow on effect to the interest received.

Other areas that contributed to the loss included; staff not taking taking annual leave as it fell due and unusually high administrative overheads.

Retained profits built up over the years enabled the House to sustain the loss without impacting on its operations.

Joy Pratt

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2013

	2013	2012
	\$	\$
INCOME		
Grants – DEECD Occasional Childcare	4,991	10,328
Grants – DHS	95,404	113,575
Grants – DEECD – ACFE	164,833	140,355
Grants – Local Government	102,902	113,194
Grants – DEECD Skills for Victoria	58,004	59,460
Fees	132,270	116,044
Other income	31,965	23,755
Interest received	<u>5,178</u>	<u>9,482</u>
TOTAL INCOME	<u>595,547</u>	<u>586,193</u>
Program Costs	371,961	285,352
Amounts carried forward	<u>(9,599)</u>	<u>(61,930)</u>
GROSS PROFIT	<u>213,987</u>	<u>238,911</u>
EXPENDITURE		
Administration Expenses	58,481	45,546
Depreciation	19,267	19,280
Employment Expenses	144,087	134,639
Occupancy Expenses	20,793	19,087
Financial Expenses	8,583	8,533
Other Expenses	<u>(3,619)</u>	<u>2,733</u>
TOTAL EXPENDITURE	<u>247,592</u>	<u>229,818</u>
Profit after income tax	(33,605)	9,093
Retained Profits (Losses) at the beginning of the financial year	<u>100,713</u>	<u>91,620</u>
Retained Profits (Losses) at the end of the financial year	<u><u>67,108</u></u>	<u><u>100,713</u></u>

ASSETS AND LIABILITIES STATEMENT
31 DECEMBER 2013

	2013	2012
	\$	\$
CURRENT ASSETS		
Cash	133,683	215,252
Trade and other receivables	<u>13,553</u>	<u>16,167</u>
TOTAL CURRENT ASSETS	<u>147,236</u>	<u>231,419</u>
NON-CURRENT ASSETS		
Property, plant and equipment	<u>319,925</u>	<u>330,255</u>
TOTAL NON-CURRENT ASSETS	<u>319,925</u>	<u>330,255</u>
TOTAL ASSETS	<u>467,161</u>	<u>561,674</u>
CURRENT LIABILITIES		
Trade and other creditors	24,269	13,529
Amounts received in advance	176,836	233,967
Provisions	<u>53,706</u>	<u>62,662</u>
TOTAL CURRENT LIABILITIES	<u>254,811</u>	<u>310,158</u>
NON-CURRENT LIABILITIES		
Provisions	<u>14,627</u>	<u>20,188</u>
TOTAL NON-CURRENT LIABILITIES	<u>14,627</u>	<u>20,188</u>
TOTAL LIABILITIES	<u>269,438</u>	<u>330,346</u>
NET ASSETS	<u>197,723</u>	<u>231,328</u>
MEMBERS FUNDS		
Retained profits	67,108	100,713
Capital Reserve & Grants	<u>130,615</u>	<u>130,615</u>
TOTAL MEMBERS FUNDS	<u>197,723</u>	<u>231,328</u>

ACKNOWLEDGEMENTS

FUNDING BODIES

City of Melbourne
Department of Education and Early Childhood Development
Department of Human Services
Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education
Office of Multicultural Affairs and Citizenship
RACV



PROBONO PROFESSIONAL SERVICES

Michael Darcy - Small Business Mentor Service
Cazz Redding, Red Ink - Marketing Plan
Mark Woodland, Echelon Planning - Strategic Plan

PARTNERS

Barklys Driving School
Carlton Neighbourhood Learning Centre
Christ Church Kensington
Doutta Galla Community Health Service
Farnham Street Neighbourhood Learning Centre
Flemington Neighbourhood Renewal
Gowrie Victoria
Kensington Community Recreation Centre
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	Jennifer Grace (retired)
Mary Thornton, Vice Chairperson	Sian Harris
Joy Pratt, Treasurer	Yeshwant Mudaliar
Sasha James, Secretary	Wendy Toohey
Chris Clark	Deb Wilson
Shriti Daga	Kirsty Wilson (retired)
Marie Delaney	Sarah Yallop

STAFF AND CONTRACTORS

Carolyn Webster	Manager
Sandra McCarthy	Further Education Co-ordinator
Kirstie Perry	Further Education Co-ordinator
Gina Mancuso	Community Development Worker
Sarah Johnson	Business Development Officer
Ingrid Hardie	Administration Support
Kerrie Jones	Administration Support
Karen Potts	Administration Support
Jenny Alciati	Curriculum Support - Cert III in Children's Services
Hayat Alisheikh	Assistant - Morning Childcare
Suzanne Anderson	Co-ordinator - CCK Playgroup
Fabrian Barraza	Teacher - English as a Second Language
Deborah Caliman	Teacher - English as a Second Language
Emilie Collyer	Teacher - Creative Writing, The Writing Project
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
Eva Gaita	Teacher - English as a Second Language
Marta Gebremedhin	Cleaner
Denise Henderson	Bookkeeper
Ann Hood	Teacher - Mosaics, School Holiday Activities
Shelley Hosking	Teacher - Digital Literacy, Healthy Living & Learning, Beer Appreciation
Cate Lawrence	Teacher - Environmental workshops
Connie Lan	Co-ordinator - Mandarin Playgroup
Stella Maugeri	Teacher - English as a Second Language
Christine McPherson	Teacher - English as a Second Language
Anthony Messman	Teacher - Occupational Health & Safety, First Aid
Sue Michell	Teacher - English as a Second Language
Ann Morrison	Team Leader - Morning Childcare Service
Di Munro	Teacher - First Aid
Jane Murphy	Teacher - Cooking
Margot Njoku	Course Co-ordinator / Teacher - Cert III in Children's Services
Michael North	IT Support
Veronica Passmore	Teacher - Painting & Drawing, Creative Arts, Lino Cut, Screen Printing
Carol Roe	Assistant - Morning Childcare
Laura Sheridan	Choir Leader - Kensingers
Elizabeth Slatyer	Teacher - Digital Literacy
Dustin Stevens	Teacher - English as a Second Language
Pam Stiles	Teacher - Cert III in Children's Services
Marian Tinnion	Teacher - Cert III in Children's Services
Patty Trajkovska	Study Support Program Co-ordinator
Jacqui van Heerden	Teacher - Gardening, Meditation
Chan Lam-Van	Co-ordinator - Mandarin Playgroup

VOLUNTEERS

Diana Bianciardi	Volunteer Tutor Program
Janet Bond	Volunteer Tutor Program
Sheila Byard	History Walks
Bethany Calic	Volunteer Tutor Program
Maria Chalet	Volunteer Tutor Program
Gavan Claffy	Volunteer Tutor Program
Lauren Concessio	Study Support Program
Thi Viet Dinh	Elderly Vietnamese & IndoChinese Group
Samia Eldib	Study Support Program
Collette Einfeld	Volunteer Tutor Program
Kate Eskdale	Volunteer Tutor Program
Russel Foote	Volunteer Tutor Program
Abhinav Garg	Volunteer Tutor Program
Viviane Gautschi	Volunteer Tutor Program
Christopher Grabham	Study Support Program
Erica Green	Volunteer Tutor Program
David Gunn	Volunteer Tutor Program
Adrian Heley	Wednesday Social Group
Kim Lan Hua	Elderly Vietnamese & IndoChinese Group
Meredith Jones	Volunteer Tutor Program
Stephanie Jones	Volunteer Tutor Program
Aura Grillo	Study Support Program
Ramla Hersi	Study Support Program
Kellie Horton	Volunteer Tutor Program
Jaci Hoysted	Volunteer Tutor Program
Ngoc Lan Thi Huynh	Elderly Vietnamese & IndoChinese Group
Yen Kim	Mandarin Playgroup
Colleen Loughlin	Volunteer Tutor Program
Flora Madridejos	Volunteer Tutor Program
Shannon Maxwell	Volunteer Tutor Program
Joanne Mizis	Volunteer Tutor Program
Haroon Mohamed	Volunteer Tutor Program
Sa Nguyen	Elderly Vietnamese & IndoChinese Group
Emma Nobbs	Study Support Program
Kathryn Noonan	Volunteer Tutor Program
Chris Roberts	Volunteer Tutor Program
Lachlan Rule	Study Support Program
Elizabeth Slatyer	Volunteer Tutor Program
Ben Somer	Wednesday Social Group
Lynda Stuart	Volunteer Tutor Program
Wendy Toohey	Wednesday Social Group
Chi Tran	Elderly Vietnamese & IndoChinese Group
Margaret Waller	Volunteer Tutor Program
Krista Weymouth	Volunteer Tutor Program
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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**Kensington
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