

Kensington Neighbourhood House

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KENSINGTON NEIGHBOURHOOD HOUSE

ANNUAL REPORT
2012

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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CHAIRPERSON'S REPORT

Over the years the Kensington Neighbourhood house has developed from its roots as a meeting and support network for women in Kensington to a vibrant community hub that provides education, social and recreational activities to men, women and children of all ages.

The House has a proud history and a growing reputation as a provider of quality low cost programs with a focus on lifelong learning and an emphasis on reaching socially isolated and disadvantaged members of the community.

The House is responsive to community need and values the linkages and opportunities that arise in working in partnership with other organisations. These partnerships strengthen our relationships with the community, in particular the socially isolated.

The Certificate III in Children's Services course continues to flourish with students of all ages and backgrounds studying together, graduating and finding work, supported and encouraged throughout by the staff. Other students learn to use computers and practice their English in small groups.

The House welcomes local residents to participate in a range of recreational pursuits, including Ukulele, Meditation, Mosaics, Creative Writing, Painting and Drawing, Sewing, Creative Arts and more. The House has hosted ecological living and foodies days as well as school holiday programs. The list seems endless!

Our long term Elderly Vietnamese & Indo-Chinese and Wednesday Lunch Social Groups continue to play an important role in reducing social isolation.



Despite having to increase in fees the services of our Morning Childcare remain in high demand.

These activities would not be possible without the amazing people who give so much time and devote so much energy to the organisation and running of the house and its programs.

Thank you to my fellow committee members, staff and volunteers for their commitment and dedication to the Kensington Neighbourhood House and its community.

Thanks must also go to all of our major funding bodies; Dept of Human Services, City of Melbourne and Department of Education and Early Childhood Development.

The Kensington Neighbourhood House has been part of this community for more than 35 years and continues to shape programs and activities that are relevant to the changing needs of Kensington. An exciting future awaits.

Jane Robertson

MANAGER'S REPORT

2012 has been another busy year for the Kensington Neighbourhood House. This is evidenced by a 14% increase in enrolments since 2011 and an 8% increase in program delivery.

The continuing growth and success of the House is due to several factors; an increased profile, the partnerships we have developed and our ability to understand and meet the needs of the Kensington community.

The new branding and marketing materials have enticed newcomers to the House as has word of mouth. High quality programs and positive experiences lead to re-enrolments and recommendations to friends and family.

We also continue to raise our profile amongst our peers. In 2012 the Kensington Neighbourhood House presented at the Association of Neighbourhood Houses and Learning Centres (ANHLC) conference and was a representative on the advisory committee for the Learn Local Expo.

Our Inner North Cluster (INC) partnership with five other neighbourhood houses is leading the way forward for our sector. What initially started out as an idea to streamline processes and reduce duplication now sees INC establishing its own service agency in 2013. This is an exciting challenge 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 and the various committees and working groups we are involved in. These partnerships are

instrumental in our ability to reach out and connect with the community.

Meeting community need isn't just about offering the right mix of courses. It's about meeting learner's needs and reducing the barriers to participation. Through our *Linking Local Learning* project in 2012 we partnered with Urban Communities and Adult Multicultural Education Services (AMES) to develop strategies to maximize opportunities to engage new learners.

We were successful in engaging men in OH&S training and a *Preparation for Heavy Vehicle Licence* class, young Chinese mothers in English classes and African women in ESL sewing classes.

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 the new opportunities that 2013 will bring to the House.

Carolyn Webster



PROGRAMS AND ACTIVITIES

FURTHER EDUCATION

Further Education courses at the House aim to give students learning and work skills that will allow them to access educational and employment opportunities.

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

In 2012 Kensington Neighbourhood House offered 14 English as a Second Language focussed classes, three accredited courses and units, ten computer courses as well as community based learning through our volunteer outreach program.

We have also developed and trialled innovative courses and activities tailored to community need as part of an ACFE funded project



MORNING CHILDCARE

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

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

"The staff – Ann, Iza, Hayat and Carol are exceptional. I have the utmost praise for the wonderful environment they create every week." (feedback from 2012 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 2012 the House offered:

- 6 arts courses and 13 arts workshops
- 4 courses for children and 14 school holiday activities
- 1 environmental course and 7 environmental workshops
- 2 health and wellbeing courses and 1 workshop

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 the Social Groups are to reduce social isolation and provide access to information. In 2012 the House hosted six 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.



2012 HIGHLIGHTS

COURSES

- Certificate III in Children's Services was offered to 22 students across the year with ESL support from North Melbourne Language and Learning. The co-delivery supported 17 of these students to obtain their qualification.
 - Test preparation for the Heavy Vehicle Licence was offered to men wanting to become bus drivers. Eight students successfully completed this course.
 - OH&S training for Urban Communities' Response Team enabled seven men to comply with their organisation's safety procedures and maintain their employment.
 - ESL support in a sewing class resulted in 8 women making simple clothes for themselves and their children, while learning literacy and numeracy around sewing skills.
 - Mothers in a Mandarin playgroup at Kensington were able to practise their English speaking skills with a trainer while their children played together.
 - Meditation, Painting & Drawing, Learn to Sew and Creative Art for Kids classes fully booked.
- Urban Communities and Kensington Neighbourhood House worked together to develop innovative programs for high needs learners as part of an Adult Community and Further Education funded capacity and innovation project *Linking Local Learning*.
 - North Melbourne Language and Learning co-delivered accredited ESL units to our childcare students to support their learning.
 - Partnered with Flemington Neighbourhood Renewal to offer tailored training to African men wanting to find work in Transport and Logistics.
 - Partnered with Dousta Galla Community Health Service to co-facilitate Mandarin speaking Playgroup.

PARTNERSHIPS

- Inner Northern Cluster (INC) partnership delivered an Education Needs Analysis, implemented worker collaboration networks and commenced work on a joint Marketing Plan.



EVENTS

- An *Adult Learners Week* lunch was enjoyed by 30 participants celebrating adult learning with recounts of their personal learning journeys. Our oldest learner was 86 and our youngest 18.
- Certificate III in Children's Services graduation with Jennifer Kanis MLA for Melbourne presenting certificates to 17 students in front of their families and friends.
- Completion of training by 18 local volunteers who now work individually with CALD students in their homes to support their language learning.
- Hosted a *Clean up Australia Day* site with the help of 22 volunteers.
- 42 members of the Elderly Vietnamese & IndoChinese Group went to Camp Cooriemungle for 5 days.
- 22 members of the Wednesday Social Group enjoyed a free Christmas Lunch.

INNOVATION

- Course development tailored to meet student need. Curriculum was written for a fast track childcare course for students who have limited study availability.

- ESL embedded in community activity (Sewing class and Playgroup)
- Informing learners of their pathway choices through programs such as Neighbourhood Renewal and Victoria University's Community Gateways initiatives.
- Working with agencies and authorities who can offer next steps in a learning pathway for students, including; LINK community transport, DECA Vehicle training and other Learn Local providers.

ORGANISATION

- Built a new reception to better service participants and increase staff security and productivity. This was co-funded by Melbourne City Council.
- A sensory garden was installed in backyard for Morning Childcare Service courtesy of funding from the Melbourne City Council.
- New branding and marketing materials were developed, including a website.
- Successfully applied for a \$50,000 ACFE Business Capacity Grant.
- Morning Childcare Service supported three students on placement.



STUDENT OF THE YEAR

Munera Hassen was born in Ethiopia and immigrated to Australia in 1999. On arrival in Australia she only spoke her first language of Amharic.

Once settled in Australia, Munera began learning English and set her mind on a career in hospitality. She likes to help people so felt that the service industry would be a good match for her. She applied to do a hospitality course at Holmesglen TAFE but failed the English entry test.

Whilst disappointed she didn't get into the course, Munera continued to work on her English. Reading her child's primary school newsletter she saw an advertisement for the *Certificate III in Children's Services* course at the Kensington Neighbourhood House. This was an opportunity for a career in a different type of service industry. As a mother herself, she knew she had the skills and desire to work with children.

In 2011 Munera applied to study at the Kensington Neighbourhood House and this time her English was good enough.

As is often the case with parents returning to study or work, childcare can be a barrier. Previous study had meant that she had used up her Centrelink childcare entitlement. This meant that Munera had to either pay full fees for childcare or withdraw from the course and find a job. Neither option was what she wanted.

Munera was a good student. She was focused and determined to succeed. Staff at the Neighbourhood House were keen to support her to stay in the course so arranged volunteer work for her in our



Morning Childcare Service to help fulfil her Centrelink requirements. She willingly took on the voluntary work. So keen was she to help out she would use her lunch break on class days to pop downstairs and help out the childcare staff.

Munera overcame the juggle of family life, study and personal challenges to complete her Certificate III in Children's Services. She graduated in 2012 and was gracious in accepting her certificate when presented it by Jennifer Kanis MP and Colleen Hartland MLC.

Filled with confidence, Munera has gone onto further study in 2013.

VOLUNTEER OF THE YEAR

Lynda Stuart responded to an ad in her local paper in 2011 when the Kensington Neighbourhood House put out a call for volunteers to help students learn English. The House was making preparations to start its' *Volunteer Tutor Program*, a program that matches volunteers one on one with people in the community wanting to improve their English.

Lynda was in the first intake of tutors and has now become one of the longest serving volunteers in this program.

She first met her learner, a Somali woman in her 60s, in July of that year. Since then they have met regularly for two hours of English tutoring each week, apart from school holidays. They share food and tea and talk about everything to do with their daily lives.

Lynda takes the initiative to seek out resources and tips from the English teachers at the House so that her learner gets the maximum benefit from their time together.

Lynda is generous with her time and an active and empathetic member of her community, always ready to help out a friend or neighbour who needs a hand. She has done other volunteering with the RSPCA and her church, and currently volunteers at the Essendon Citizens Advice Bureau where she interviews people on low incomes to assess what services could be provided.

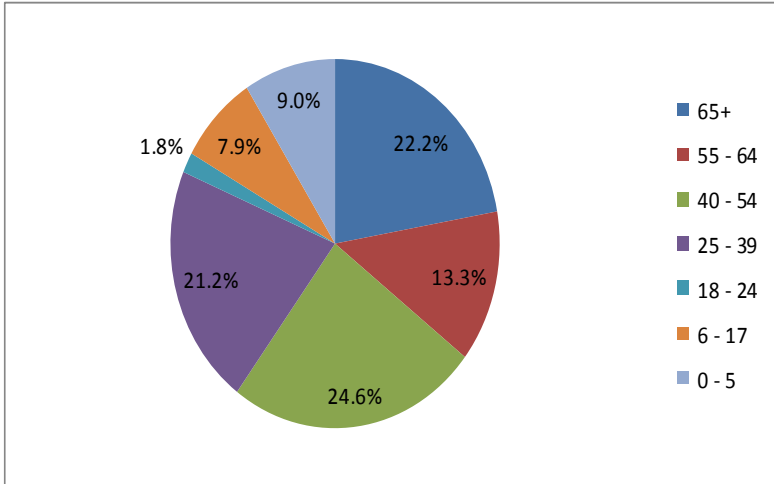


For Lynda, the learning is not all one way. She says that her time spent with her learner has given her an understanding of Somali culture and of the issues faced by migrant families. This understanding is invaluable in her other role.

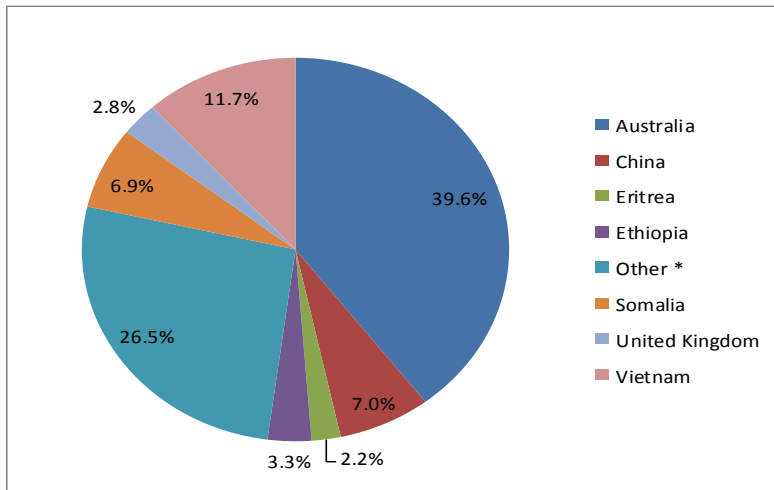
Lynda is a worthy recipient of the Volunteer of the Year Award.

PARTICIPANT STATISTICS

AGE GROUPS

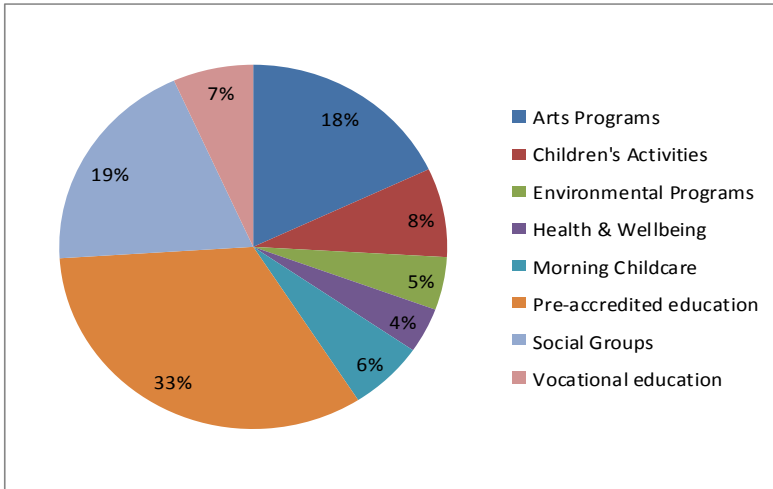


COUNTRY OF BIRTH

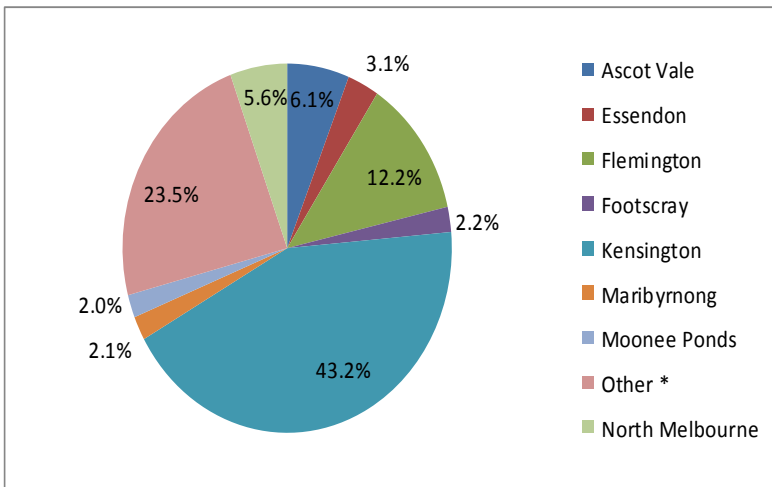


* Argentina, Bangladesh, Burma, Cambodia, Canada, Chile, Colombia, Czech, Egypt, El Salvador, Fiji, France, Germany, Greece, Holland, Hong Kong, India, Indonesia, Iran, Iraq, Italy, Japan, Korea, Laos, Lebanon, Macedonia, Malaysia, Malta, Mauritius, Mongolia, New Zealand, Philippines, Poland, Portugal, Serbia, Singapore, South Africa, South Korea, Sri Lanka, Sudan, Syria, Taiwan, Thailand, Timor, Trinidad, Turkey, Ukraine, United States

PARTICIPATION IN ACTIVITIES



SUBURB OF RESIDENCE



* Aberfeldie, Airport West, Alphington, Altona, Altona Meadows, Ardeer, Avondale Heights, Ballarat, Braybrook, Brunswick, Brunswick West, Cairnlea, Carlton, Caroline springs, Chadstone, Coburg, Deer Park, Delahey, Diggers Rest, Doncaster East, East Keilor, East Malvern, Essendon North, Hillside, Kealba, Keysborough, Kingsville, Laverton, Maidstone, Melbourne, Melton West, Moorabbin, Newport, Niddrie, North Sunshine, Parkville, Pascoe Vale, Pascoe Vale South, Point Cook, Reservoir, Richmond, Seabrook, Seddon, Sedgwick, South Melbourne, Southbank, Springvale South, St Albans, Strathmore, Sunshine, Sunshine North, Sunshine West, Surrey Hills, Tarneit, Taylors Hill, Tottenham, Travancore, Tullamarine, Werribee, West Brunswick, West Footscray, West Melbourne, West Sunshine, Williamstown, Yarraville

FINANCIALS

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2012

	2012	2011
	\$	\$
INCOME		
Grants – DEECD Occasional Childcare	10,328	9,126
Grants – DHS	113,575	-
Grants – DP&CD		90,569
Grants – DEECD – ACFE	140,355	184,739
Grants – Local Government	113,194	123,320
Grants – DEECD Skills for Victoria	59,460	-
Grants – Other	1,600	63,323
Fees	116,044	108,949
Other income	22,155	13,357
Interest received	<u>9,482</u>	<u>7,214</u>
TOTAL INCOME	<u>586,193</u>	<u>600,597</u>
Program Costs	285,352	295,914
Amounts carried forward	<u>(61,930)</u>	<u>(71,671)</u>
GROSS PROFIT	<u>238,911</u>	<u>233,012</u>
EXPENDITURE		
Administration Expenses	45,546	46,034
Depreciation	19,280	12,171
Employment Expenses	134,639	124,627
Occupancy Expenses	19,087	23,936
House Renovation/Extension	-	-
Financial Expenses	8,533	9,449
Other Expenses	<u>2,733</u>	<u>3,327</u>
TOTAL EXPENDITURE	<u>229,818</u>	<u>219,544</u>
Profit before income tax	9,093	13,468
Income tax expense	<u>-</u>	<u>-</u>
Profit after income tax	9,093	13,468
Retained Profits (Losses) at the beginning of the financial year	<u>91,620</u>	<u>78,152</u>
Retained Profits (Losses) at the end of the financial year	<u>100,713</u>	<u>91,620</u>

ASSETS AND LIABILITIES STATEMENT
31 DECEMBER 2012

	2012	2011
	\$	\$
CURRENT ASSETS		
Cash	215,252	251,963
Trade and other receivables	<u>16,167</u>	<u>8,466</u>
TOTAL CURRENT ASSETS	<u>231,419</u>	<u>260,429</u>
NON-CURRENT ASSETS		
Property, plant and equipment	<u>330,255</u>	<u>315,793</u>
TOTAL NON-CURRENT ASSETS	<u>330,255</u>	<u>315,793</u>
TOTAL ASSETS	<u>561,674</u>	<u>576,222</u>
CURRENT LIABILITIES		
Trade and other creditors	13,529	27,495
Amounts received in advance	233,967	249,810
Provisions	<u>62,662</u>	<u>60,899</u>
TOTAL CURRENT LIABILITIES	<u>310,158</u>	<u>338,204</u>
NON-CURRENT LIABILITIES		
Provisions	<u>20,188</u>	<u>15,783</u>
TOTAL NON-CURRENT LIABILITIES	<u>20,188</u>	<u>15,783</u>
TOTAL LIABILITIES	<u>330,346</u>	<u>353,987</u>
NET ASSETS	<u>231,328</u>	<u>222,235</u>
MEMBERS FUNDS		
Retained profits	100,713	91,620
Capital Reserve & Grants	<u>130,615</u>	<u>130,615</u>
TOTAL MEMBERS FUNDS	<u>231,328</u>	<u>222,235</u>

ACKNOWLEDGEMENTS

FUNDING BODIES

City of Melbourne
Department of Education and Early Childhood Development
Department of Human Services
Office of Multicultural Affairs and Citizenship



PROBONO PROFESSIONAL SERVICES

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

PARTNERS

Adult Multicultural Education Services (AMES)
Carlton Neighbourhood Learning Centre
Christ Church Kensington
Farnham Street Neighbourhood Learning Centre
Flemington Neighbourhood Renewal
Kensington Community Recreation Centre
North Melbourne Language & Learning
Doutta Galla Community Health Service
Urban Communities
The Centre (Connecting Community in North & West Melbourne)
The Venny
Wingate Avenue Community Centre

COMMITTEE OF MANAGEMENT

Jane Robertson, Chairperson
Denise Farmery, Vice Chairperson
Joy Pratt, Treasurer
Jennifer Grace, Secretary
Abigail Elliott
Ben Somer
Mary Thornton
Wendy Toohey
Deb Wilson
Kristy Wilson

STAFF AND CONTRACTORS

Carolyn Webster	Manager
Sandra McCarthy	Further Education Co-ordinator
Gina Mancuso	Community Development Worker
Ingrid Hardie	Administration Support
Kerrie Jones	Administration Support
Karen Potts	Administration Support / Volunteer Co-ordinator
Hayat Alisheikh	Assistant - Morning Childcare
Suzanne Anderson	Co-ordinator - CCK Playgroup
Emilie Collyer	Teacher - Creative Writing
Iza Davies	Assistant - Morning Childcare
Alison Dew	Teacher - Sewing, Ukulele
Robyn Edgar	Teacher - Sewing
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 - Computers
Yi Huang	Assistant - Mandarin Playgroup
Ping Xiao Liang	Co-ordinator - Mandarin Playgroup
Cate Lawrence	Teacher - Environmental workshops
Alison Lai	Co-ordinator - Mandarin Playgroup
James Luu	Teacher - English as a Second Language
Christine McPherson	Teacher - English as a Second Language
Anthony Messman	Teacher - Occupational Health & Safety
Sue Michell	Teacher - English as a Second Language
Ann Morrison	Team Leader - Morning Childcare Service
Margot Njoku	Course Co-ordinator / Teacher - Cert III in Children's Services
Michael North	IT Support
Veronica Passmore	Teacher - Painting & Drawing, Creative Arts
Carol Roe	Assistant - Morning Childcare
Laura Sheridan	Choir Leader - Kensingers
Elizabeth Slatyer	Teacher - Computers
Robyn Temby	Teacher - English as a Second Language
Marian Tinnion	Teacher - Cert III in Children's Services
Basil Theophilos	Teacher - Computers
Patty Trajkovska	Project Worker / Volunteer Tutor Program Co-ordinator
	Teacher - English as a Second Language
Jacqui van Heerden	Teacher - Organic Gardening, Meditation

VOLUNTEERS

Paul Amarto	Wednesday Social Group
Diana Bianciardi	Volunteer Tutor Program
Sheila Byard	History Walks
Bethany Calic	Volunteer Tutor Program
Kyra Chapman	Volunteer Tutor Program
Gavan Claffy	Volunteer Tutor Program
Lauren Concessio	Volunteer Tutor Program
Anna Dziedzic	ESL Sewing
Kate Eskdale	Volunteer Tutor Program
Russel Foote	Volunteer Tutor Program
Viviane Gautschi	Volunteer Tutor Program
Jessica Harris	Volunteer Tutor Program
Adrian Heley	Wednesday Social Group
Noel Jenkinson	Volunteer Tutor Program
Meredith Jones	Volunteer Tutor Program
Stephanie Jones	Volunteer Tutor Program
Viet Thi Dinh	Elderly Vietnamese & IndoChinese Group
Munera Hassan	Morning Childcare
Kellie Horton	Volunteer Tutor Program
Sarah Hosback	Volunteer Tutor Program
Jaci Hoysted	Volunteer Tutor Program
Kim Lan Hua	Elderly Vietnamese & IndoChinese Group
Ngoc Lan Thi Huynh	Elderly Vietnamese & IndoChinese Group
James Larking	Volunteer Tutor Program
Phung Thi Le	Elderly Vietnamese & IndoChinese Group
Jan Miller	Volunteer Tutor Program
Haroon Mohamed	Volunteer Tutor Program
Sa Nguyen	Elderly Vietnamese & IndoChinese Group
Ryan Olsen	Volunteer Tutor Program
Mark Purcell	Volunteer Tutor Program
Margaret Purdey	Everyday Philosophy Club
Chris Roberts	Volunteer Tutor 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
John Trewin	Handyman
Jocelyn Tyler	Volunteer Tutor Program
Krista Weymouth	Volunteer Tutor Program
Vymala Yim	ESL Sewing
Laura Zugno	Volunteer Tutor Program

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