Kensington Neighbourhood House

ANNUAL REPORT

2011

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STATEMENT OF PURPOSE

- To work within the principles of Community Development and Social Justice.
- To provide quality Adult Community and Further Education as a registered ACE organisation.
- To provide a welcoming environment which is universally accessible and free of discrimination, to foster personal growth and development.
- To alleviate social isolation particularly the aged, frail and persons with disabilities by encouraging self-help support group development.
- To encourage the enhancement of skills and knowledge, particularly those from lower socio-economic groups and residents whose first language is not English.
- To provide an environment which encourages self determination by which individuals may seek choice and take control of their own lives.
- To provide culturally appropriate access to information, advocacy, linkages and resources, particularly for the unemployed, homeless and victims of domestic violence and others living in circumstances where they are unable to adequately provide for themselves and their family.
- To provide quality occasional childcare.
- To provide services to alleviate poverty by accepting donations of clothing, toys and food to be redistributed to those in need, particularly children.
- To assist in the development of each individual's potential as members of the broader community.
- To provide an environment where people may develop community networks and supportive relationships.
- To provide the opportunity for individual self-expression, social interaction and personal achievement.

CHAIRPERSON'S REPORT

Over the years the Kensington Neighbourhood house has developed from its roots as a meeting and support network for women in the Kensington community to a community hub providing education, community contact and a meeting place for a wide range of community groups. The House has a proud history and a growing reputation for being open to women, men and children of all ages. It provides quality, low cost education, training, childcare and social networking opportunities, with a particular focus on lifelong learning and emphasis on reaching socially isolated members of the community.

Work in partnership with Urban Communities and AMES continues. The House also has other partnerships and networks that strengthen relationships with community groups, again targeting 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 House staff. Other students learn to use computers and practice their English in small groups. The House also welcomes local residents who enjoy a range of interests including Mosaics, Creative Writing, Painting and Drawing, Learn to Sew, Kids only Sewing, Everyday Philosophy, the Kensingers – the Kensington Community Choir and the Book and Movie Group. The House has hosted ecological living and foodies days as well as school holiday programs. We also host the Elderly Vietnamese & Indo-Chinese Group and the Wednesday Social Lunch Group and our popular Morning Childcare continues as well as several playgroups. The list seems endless! Have a look at the new revamped activities and courses booklet for more.

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. To Carolyn and Sandra, our incredibly hard-working coordinators, to Ann, Hayat and Iza in Childcare, Margot and Marian who run the Certificate III course, Ingrid and Gina in the office, Denise, our book keeper and all the teachers, volunteers and committee members who make the house what it is, thank you.

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

A note of thanks also to the Honourable Bronwyn Pike who has long supported the work of the House.

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 Chairperson

MANAGER'S REPORT

After the busyness of the renovation the previous year, 2011 was a year of steady growth for the Kensington Neighbourhood House. More space allowed us to run more programs, which in turn attracted more participants and lead to increased revenue. The House's program delivery increased by 16% and enrolments by 18%. A quick look at the Treasurer's report shows a corresponding increase in income.

Some of our new programs such as the Mandarin Playgroup and CCK Playgroup are a result of partnerships with other community organisations. Others like the Meditation class ran in response to community feedback. Regular programs that continued to be popular in 2011 were Mosaics, Creative Writing, Painting & Drawing, Creative Art for Kids, Ladies Only Exercise, Wednesday Social Group, Kids Only Sewing, School Holiday Activities, Broadband Kiosk and our Elderly Vietnamese & IndoChinese Group.

The only downside of 2011 was the loss of our "Take a Break" funding for our Morning Childcare service. Despite a massive campaign lead by the Association of Neighbourhood Houses and Learning Centres (ANHLC), the Federal and State Governments refused to reinstate the funding. This forced us to examine the ongoing viability of our Morning Childcare. We looked at multiple options such as increasing enrolments, decreasing sessions, increasing fees and even ceasing the service all together. After consulting with committee, staff and parents we decided that we would not compromise the quality and type of care we offer as this is what the community values. The childcare team (Hayat, Iza & Abshiro) that are so capably lead by Ann Morrison can take credit for the reputation our service has in the community. Their contribution is so highly valued by the community that parents were very accommodating of the fee increases that in the end we had to pass on them.

Behind the scenes the committee and I were busy looking at our floor space utilisation to make sure we were maximising our space to its fullest. We also conducted a comprehensive review of our fees to ensure that our programs remain affordable and accessible without under valuing what we offer.

Part of the House's role in meeting the needs of the community involves collaborating and working with other agencies. Over the last couple of years we have built strong working relationships with Urban Communities, Doutta Galla Community Health Service, Christ Church Kensington, The Venny, Kensington Community Recreation Centre and Hotham Mission.



One of our most important partnerships is as a member of the Inner Northern Cluster (INC). This partnership with five surrounding neighbourhood houses enables the House to take on projects and opportunities which would otherwise be prohibitive for an organisation of our size. During 2011 the Kensington Neighbourhood House was lead agent for the development of INC's Strategic Plan and the "Effective Flexible Workforce Management" project. Outcomes of the later project included the development of costing tools and resources for workforce planning. The costing tools in particular generated a lot of sector wide interest which lead to a presentation at the 2012 ANHLC conference by the project worker, Ilana Solo, and I.

The Kensington Neighbourhood House is known for quality and innovation in our sector. This is evidenced by invitations to join committees, working groups and make presentations. New branding was developed at the end of the year to further enhance our profile, both in the sector and in the community. We're now on Facebook and are in the process of developing a new website and a video for YouTube. All these marketing tools are assisting us to reach new students and house users and to become known and recognized as preferred providers of community education.

Looking towards 2012 the challenge will again be space. By the end of the year we will have a completed education needs analysis which will help inform our future delivery of programs. We are anticipating this will mean an extension to our scope of registration which of course means additional classrooms needed. Together with our INC partners we will explore our options. The other challenge with growth is getting the staffing structure and size of our workforce right. The new larger office and reception areas will provide us with the infrastructure to help get this balance right.

In conclusion I would like to thank all of the staff, committee, teachers, volunteers and house users for their efforts in 2011. It is everyone's contribution that helps to make the Kensington Neighbourhood House so special. A big thank you to the office team; Sandra McCarthy who does an outstanding job as the Further Education Co-ordinator, Gina Mancuso, our Community Development worker, Shelley Hosking and Ingrid Hardie, our Admin Support workers. 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.

Carolyn Webster Manager

FURTHER EDUCATION CO-ORDINATOR'S REPORT

The Further Education delivery at Kensington Neighbourhood House continues to be busy, innovative and flexible. We have students from 18 to 73 years of age, from 18 different countries. In 2010, we added two students from Mongolia to our multi-cultural mix. Students study in the day or evening, in class settings, small groups or with a volunteer tutor in their home. 2011 saw 93 students undertake English language learning, 38 students gain computer skills and 41 students enrol in Certificate III in Children's Services. 29 students registered for a volunteer tutor, and 30 residents from the Kensington public housing estate participated in ACFE funded project activities.

Around this delivery of further education services, we implemented new reporting requirements from our funding body, the Department of Education and Early Childhood Development (DEECD), used the new curriculum framework, the A-Frame, mandated by the Adult Community and Further Education Board (ACFE), and undertook an internal audit of the processes around our further education delivery for continuous improvement.

Our teachers are highly skilled and dedicated to seeing that all students gain language, work and study skills to access community opportunities of employment, training and social involvement. This year we farewelled David Barnett and Alison Fleming, two ESL teachers and welcomed Lames Luu and Chris McPherson, who continue the excellent delivery of day and evening English classes.

In April, our Certificate III in Children's Services teachers, Margot and Marian, presented 20 graduating students from our 2010 classes to the Federal member for Melbourne, Adam Bandt and another 15 to him in December from our 2011 classes. These predominately CALD (Culturally and Linguistically Diverse) students are well equipped to work in the local childcare industry or continue to study at Diploma level. During the year, teachers undertook relevant professional development and upgraded their knowledge and skills to ensure that our students are offered up to date training. Thank you to all of our teaching staff.

During 2011 we completed two important ACFE funded projects aimed at increasing our reach to new learners. These projects not only increase our capacity to understand and meet local community needs, they enhance our profile in the adult education sector and allow us to establish new partnerships and networks. This, in turn, opens up further opportunities for the House to develop new programs, markets and services.



Our 2010 CLP (Community Learning Partnership) *Self Sustainability and Healthy Living in the Kensington Community* aimed to provide a positive outlet for Kensington Public Housing estate residents' leisure time that is healthy and constructive and that provides a social connection with other residents on both the public housing site and the wider Kensington community. In partnership with Urban Communities and AMES (Adult Multicultural Education Services) we established a men's group which meets regularly to compose and perform music at a variety of community events. We were also able to connect men with a local men's shed for carpentry sessions, offer gym sessions at Kensington Recreation Centre and set up drumming lessons for interested participants.

Our ACFE project *Learn for Life* aimed to build on the work of our CLP project by connecting hard to reach learners to learning pathways at the neighbourhood house, through the leisure activities we had established at the public housing estate. We were able to offer an education week, with "tasters" of a variety of activities to encourage local residents who were dis-engaged from education and training opportunities, to re-engage. From the report of this project we were successful in gaining a further ACFE funded project for 2012 delivery *Linking Local Learning* to extend these re-engagement opportunities. Kensington Neighbourhood House's partnership with Urban Communities and AMES is valuable and strategic for our continued growth and relevance.

In 2011 we delivered our ongoing classes while adapting to new funding body requirements, trialling new services and researching ways to increase our reach and relevance in our local community. Thank you to everyone who has supported the further education delivery: teachers, administration support, project officers and partners, our committee of management and especially Carolyn, for managing us all so efficiently.

Sandra McCarthy

Further Education Coordinator

LEARNER PROFILE

Alan lives alone on the 11th floor of a twelve story public housing building for elderly persons on the Kensington redevelopment site. He is 63 years old and grew up in Bairnsdale. Alan worked in a local abattoir for five years before moving to Melbourne in 1978 with his then wife. For the last 26 years he has lived in Kensington. Alan moved to Melbourne for health reasons when he developed Crone's Disease (a bowel disorder). He also suffers from vision impairment. Alan is on a Disability Support Pension.

In February 2011, Alan joined a new Men's Group that was being run by the Kensington Neighbourhood House in partnership with Urban Communities and AMES on the redevelopment site. A local musician, Andrew McSweeney, skilled in working with marginalised youth was the group's facilitator. Since joining this group; Alan has developed friendships, helped compose two songs, performed at a Harmony Day community event in March and at the Kensington Neighbourhood House AGM, recorded a CD and learnt a thing or two about music! Alan says he wouldn't miss the Men's group for the world. He really looks forward to it.

"I like socialising with the blokes. I know them all now. Andrew is a top bloke, he always shakes my hand. I've bought two of his CD's. The food is good too. I feel like we are being looked after. It's something to do. Not doing anything else."

Alan loves the music side of the Men's group. One of the great things about this group has been the way everyone is made to feel welcome. Despite Alan's lack of musical know how he has not felt limited. Unexpectedly for Alan it's turned out to be great fun, even the song writing and performing. Without a doubt Alan's highlight to date has been the opportunity to visit Andrew's recording studio, Living Music, in North Melbourne. He never thought he'd ever experience being in a recording studio learning how to record songs, let alone two songs that he was part of creating. Alan really enjoyed being together with the group working in the studio, having coffee and lunch together, playing music and socialising. For him it was a great day out watching and learning how to record.

"It's amazing what we have achieved since the group started meeting".

Alan has said his whole experience with the group and the recording studio session has been a unique opportunity to learn new things. Despite having limited schooling (Alan left school after Year 8), the men's group has introduced Alan to the idea of learning new skills and has given him the confidence to access more informal learning opportunities.

"It has made me more confident of people, brings me out of myself, makes me happier in my life."

Another outcome for Alan has been the development of friendships and community connections. The men's group has introduced him to other residents in his building. This is a great outcome for Alan as his health condition and vision impairment restricts his ability to fully participate in the community.

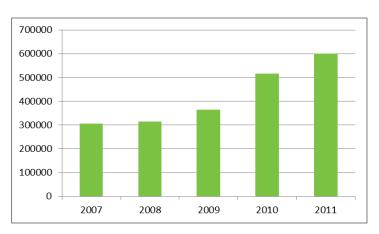
Alan's hopes for the future now include making a full CD with six to eight songs.

"Wouldn't miss it (Men's group) for the world. Even if I move to Frankston I will still come here for the club."

TREASURER'S REPORT

The Kensington Neighbourhood House continues to remain in a very healthy financial position as at 31/12/2011. Overall the House made a profit of \$13,468. In addition to this profit we were also able to allocate \$10,000 from the 2011 budget towards the reception renovation works for 2012.

For the second year in a row the House significantly increased its' annual income (refer chart below). The 2011 year income was \$600,597 (2010 year \$515,682). This represents an increase of over 16%. Total expenditure in 2011 was \$515,458 (2010 year \$416,329). The increase in expenditure reflects the House's increase in program provision. With increased programs comes an increase in wages and resources.



Annual Income 2007-2011

One of the keys to the House's sound financial position is the diversity of our funding sources. We have five major funding sources; the Department of Human Services (Neighbourhood House Coordination Program), Department of Education and Early Childhood Development (ACFE and Skills Victoria), City of Melbourne (Community Services Funding Agreement) and our own generated fee income. The House has also accumulated sufficient cash reserves to cover the unlikely event that lose one of these major funding sources.

Once again it is my pleasure to thank everyone at the Kensington Neighbourhood House for our financial situation. This healthy situation is due the commitment and expertise of Denise Henderson, our bookkeeper, staff and my fellow committee members.

Joy Pratt Treasurer

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KENSINGTON NEIGHBOURHOOD HOUSE INC.

INCOME AND EXPENDITURE STATEMENT FOR THE YEAR ENDED 31 DECEMBER 2011

	Note	2011 \$	2010 \$
INCOME		•	•
Grants - DE&ECD		9,126	9,409
Grants - DP&CD		90,569	92,258
Grants - DP&CD - ACFE		184,739	175,900
Grants - Local Governments		123,320	106,931
Grants - Other		63,323	11,794
Fees		108,949	102,701
Other income		13,357	10,000
Interest received	_	7,214	6,689
TOTAL INCOME	_	600,597	515,682
Program Costs		295,914	265,198
Amounts carried forward	-	(71,671)	(69,498)
GROSS PROFIT	-	233,012	180,986
EXPENDITURE			
Administration Expenses		46,034	26,706
Depreciation		12,171	10,295
Employment Expenses		124,627	92,068
Occupancy Expenses		23,936	15,096
House Renovation/Extension		-	753
Financial Expenses		9,449	8,744
Other Expenses	_	3,327	(2,531)
TOTAL EXPENDITURE	-	219,544	151,131
Profit before income tax		13,468	29,855
Income tax expense	2	-	-
Profit after income tax		13,468	29,855
Retained Profits(Losses) at the beginning of the financial year	-	78,152	48,297
Retained Profits(Losses) at the end of the financial year	-	91,620	78,152

KENSINGTON NEIGHBOURHOOD HOUSE INC.

ASSETS AND LIABILITIES STATEMENT 31 DECEMBER 2011

	Note	2011 \$	2010 \$
CURRENT ASSETS			-
Cash	3	251,963	193,814
Trade and other receivables	4	8,466	4,401
TOTAL CURRENT ASSETS	_	260,429	198,215
NON-CURRENT ASSETS			
Property, plant and equipment	5	315,793	324,276
TOTAL NON-CURRENT ASSETS	_	315,793	324,276
	_		
TOTAL ASSETS	_	576,222	522,491
CURRENT LIABILITIES			
Trade and other creditors	6	27,495	19,325
Amounts received in advance	7	249,810	247,977
Provisions	8	60,899	34,715
TOTAL CURRENT LIABILITIES	_	338,204	302,017
NON-CURRENT LIABILITIES			
Provisions	8	15,783	11,707
TOTAL NON-CURRENT LIABILITIES	-	15,783	11,707
TOTAL LIABILITIES	-	353,987	313,724
TOTAL LIABILITIES	-	353,907	313,724
NET ASSETS	-	222,235	208,767
MEMBERS FUNDS			
Retained profits		91,620	78,152
Capital Reserve & Grants		130,615	130,615
TOTAL MEMBERS FUNDS	_	222,235	208,767

INDEPENDENT AUDIT REPORT TO THE MEMBERS OF KENSINGTON NEIGHBOURHOOD HOUSE INC.

We have audited the accompanying financial report, being a special purpose financial report, of Kensington Neighbourhood House Inc., which comprises the assets and liabilities statement as at 31 December 2011, statement of cash flows as at 31 December 2011, and the income and expenditure statement for the year then ended, a summary of significant accounting policies, other explanatory notes and the statement by members of the committee.

Committee's Responsibility for the Financial Report

The committee of the association is responsible for the preparation and fair presentation of the financial report and has determined that the accounting policies described in Note 1 to the financial statement, which form part of the financial report, are appropriate to meet the requirements of the Associations Incorporation Act 1981 (Vic) and are appropriate to meet the needs of the members. The committee's responsibilities also include establishing and maintaining internal control as the committee determines is necessary to enable the preparation and fair presentation of the financial report that is free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report that gives a true and fair view, in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, financial report gives a true and fair view of the financial position of Kensington Neighbourhood House Inc. as at 31 December 2011 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act 1981 (Vic).

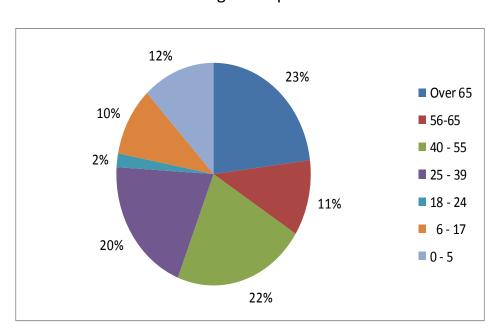
Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Kensington Neighbourhood House Inc. to meet the requirements of the Associations Incorporation Act 1981 (Vic). As a result, the financial report may not be suitable for another purpose.

Sean Denham

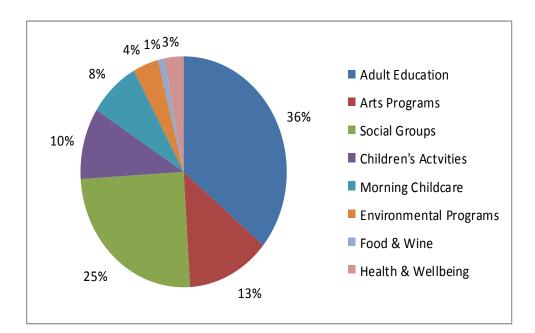
Dated: Suite 1, 707 Mt Alexander Road Moonee Ponds VIC 3039

STATISTICS ON OUR HOUSE USERS

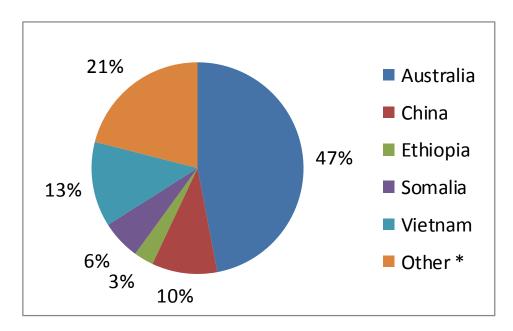


Age Groups

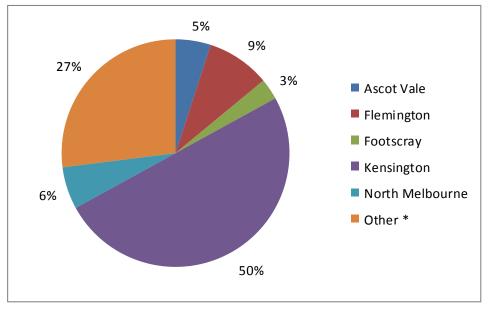
Participation in Activities



Country of Birth



* Afghanistan, Argentina, Bangladesh, Burma, Cambodia, Canada, Chile, Colombia, Croatia, Czech, Egypt, El Salvador, England, Eritrea, Fiji, Germany, Greece, Hong Kong, India, Indonesia, Iran, Iraq, Ireland, Italy, Japan, Kenya, Korea, Laos, Macedonia, Malaysia, Malta, Mauritius, Mongolia, New Zealand, Paraguay, Philippines, Russia, Scotland, Serbia, South Africa, Spain, Sri Lanka, Sudan, Sweden, Taiwan, Thailand, Timor,



Suburb of Residence

* Altona, Altona Meadows, Avondale Heights, Bentleigh, Blackburn, Braybrook, Brunswick West, Carlton, Carnegie, Caroline Springs, Coburg, Deer Park, Delahey, Docklands, East Keilor, Essendon, Essendon North, Footscray West, Glenroy, Kealba, Keilor East, Keysborough, Kingsville, Laverton, Maidstone, Maribyrnong, Melbourne, Moonee Ponds, Moorabbin, Mount Waverley, Newport, North Carlton, North Fitzroy, North Sunshine, Ormond, Pascoe Vale, Point Cook, Preston, Seabrook, Seddon, Southbank, St Albans, St Kilda East, Strathmore, Sunbury, Sunshine, Sunshine North, Sunshine West, Surrey Hills, Thornbury, Toorak, Travancore, West Brunswick, West Footscray, West Melbourne, West Preston, West Sunshine,

COMMITTEE OF MANAGEMENT

Jane Robertson Denise Farmery Joy Pratt Danielle Woods Annabel Rattigan Ben Somer Wendy Toohey Deb Wilson Jenny Grace Kristy Wilson Chairperson Deputy Chair Treasurer Secretary Mark Purcell Neroli Oakes Emma Kelly Haroon Mohamed Laura Zugno James Larking Krista Weymouth Lynda Stuart **Rebecca Culphin** Sally White Alice Tovey **Fiona Kealy** Hyedi Greig Jacob Rogers Lucas Ryan Maria Tavoulareas

Volunteer Tutor Program Volunteer Tutor Program

TEACHERS & FACILITATORS

Suzanne Anderson	CCK Playgroup
David Barnett	ESL in the Workforce
Emilie Collyer	Creative Writing
Alison Dew	Learn to Sew, Kidz Only Sewing,
	School Holiday Activities
Samantha Flanagan	Ladies Only Exercise Group,
	School Holiday Activities
Alison Fleming	ESL in the Workforce
Ann Hood	Mosaics, School Holiday Activities
Yeen Moi Lai	Mandarin Playgroup
James Larking	Cooking workshops
Cate Lawrence	Environmental Workshops
James Luu	ESL in the Workforce
Chris MacPherson	Relief ESL Tutor
Andrew McSweeney	TOPS Men's Group
Sue Michell	ESL Conversation, Beginning
	English, English for Chinese
	Students
Margot Njoku	Cert III in Children's Services
Veronica Passmore	Creative Art for Kids, Painting &
	Drawing,
Laura Sheridan	Kensington Community Choir
Basil Theophilos	Computer Courses
Marian Tinnion	Cert III in Children's Services
Patty Trajkovska	English Steps One, English Steps
	Two, ESL Employability Skills,
	ESL for Day Carers, Adult
	Literacy & Basic Education
Jacqui van Heerden	Group Meditation
Jan Wonnocott	Arts workshops, School Holiday
	Activities

FUNDING BODIES

Dept of Education and Early Childhood Development Dept of Human Services Dept of Planning and Community Development City of Melbourne

STAFF

Carolyn Webster	Manager
Sandra McCarthy	Further Education Co-ordinator
Gina Mancuso	Community Development
	Worker
Patty Trajkovska	Volunteer Tutor Program
	Coordinator
Shelley Hosking	Admin worker, CLP Project
	Coordinator
Ingrid Hardie	Admin worker
Denise Henderson	Bookkeeper
Ann Morrison	Childcare worker
Hayat Alisheikh	Childcare worker
Iza Davies	Childcare worker
Abshiro Hussein	Childcare worker
Zafu Engda	Cleaner

CONSULTANTS

Michael NorthIT SupportIlana SoloWorkforce Planning Consultant

VOLUNTEERS

Sheila Byard Kensington Stories, How to Tell the Story of your House Sa Thi Nguyen Vietnamese Group Kim Lan Hua Vietnamese Group Phung Thi Le Vietnamese Group Viet Thi Dinh Vietnamese Group Ngoc Lan Thi Huynh Vietnamese Group Samia Adam **Community Development Student** Adrian Healey Wednesday Social Group Ben Somer Wednesday Social Group Wednesday Social Group Wendy Toohey Sandy Glenny Gardener John Trewin Handyman **Broadband Kiosk** Gary McNamara **Broadband Kiosk Craig Nelson Broadband Kiosk** Maria Strong Shannon Maxwell **Broadband Kiosk** Gavin Claffy Volunteer Tutor Program **Robyn Temby** Volunteer Tutor Program Ryan Olsen Volunteer Tutor Program