

The Centre- Annual Report 2012-13



30 September 2013
centre@centre.org.au

VISION AND PURPOSE

OUR VISION IS TO CONTRIBUTE TO A CONNECTED, RESILIENT AND SUSTAINABLE COMMUNITY BY PROMOTING A SENSE OF COMMUNITY BELONGING AND PROVIDING RESOURCES, TOOLS AND SPACE IN RESPONSE TO COMMUNITY ISSUES.

STATEMENT OF PURPOSE

1. To facilitate an environment in which community members are able to develop responses to their own needs.
2. To facilitate the development of programs that are responsive to the needs of local residents.
3. To function as a resource, information and referral focus within the local community and, subject to the resources being available, to support the production of a community newspaper.
4. To address social inequalities and increase life opportunities for people who are disadvantaged, by encouraging the development of self-help and skills development activities, social interaction and participation.
5. To foster community development programs which involve active participation initiatives of the members themselves in addressing issues of the wider community.
6. To encourage and promote the development of community networks.
7. To provide educational, social, cultural, environmental and support activities.



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AGENDA

ANNUAL GENERAL MEETING

In accordance with the Constitution of the association notice is hereby given that the 37th Annual General Meeting of The Centre will be held at 6 pm Monday 30 September 2013 at the club rooms Australian Legion of Ex-Servicemen and Women 16 Little Errol Street North Melbourne.

1. Welcome
2. Attendance and Apologies
3. Confirmation of the Minutes of the 2011-12 AGM
4. Receive the Management Committee Annual Report 2012-2013
5. Election of up to 11 persons to be members of the Management Committee

Nominations for membership of the Management Committee close at 5 pm Monday 30 September 2013.

6. Annual Financial Report year ended 30 June 2013 in accordance with Section 30 of the Associations Incorporation Reform Act 2012.
7. Appointment of an Auditor or Auditors

The current auditor Sean Denham and Associates has been the auditor for The Centre for a number of years. The provisions of the new Act allow for our accounts to be reviewed rather than audited however it is RECOMMENDED:

THAT Sean Denham and Associates Accountants and Auditors, Suite 1, 707 Mt Alexander Road Moonee Ponds Victoria be appointed independent auditors for The Centre for the period 2013-14.

8. Special Resolution: Adoption of Model Rules (as adapted for The Centre)

The following resolution will be proposed as a special resolution:

THAT the 2005 rules and statement of purpose of The Centre: Connecting Community in North and West Melbourne Inc. be altered in accordance with the Association Incorporation Reform Act 2012 Model Rules with those amendments recommended by the Management Committee.

Provision is made for members to appoint a proxy for the special resolution.

Members of the public are invited to attend as observers subject to the direction of the Chairperson.

Michael J Halls
Director and Returning Officer
2 September 2013

MINUTES

Minutes of the 36th Annual General Meeting of The Centre: Connecting Community in North and West Melbourne Inc. held at 6 pm on Monday 29 October 2012 in the Australian Legion of Ex Servicemen and Women club room George Johnson Lane North Melbourne

1. Welcome

The meeting opened at 6:12 pm with welcomes by the Chairperson and the Director. The Director indicated that the Constitution provided for the current Chairperson to continue in that role until the end of the AGM and until a successor had been duly elected in his place.

2. Attendance & Apologies

The following apologies were received and accepted:

- Mattia Castriotta
- Bill Cook
- Gary Hansen
- Beth Hawking
- Gary Heard
- Chiemi Jardine
- Tom Kramer
- Helen Lew Ton
- Kay Oke (Secretary¹)
- Mary Palfrey
- Les Sharkey
- Linda Weatherson

The following members of the Management Committee were present:

- Doone Clifton (Treasurer)
- Lorna Hannan
- Karl Hessian (Chairperson)
- Nancy Lane
- Bill Liddy

The Director, Michael J Halls was in attendance.

The Constitution of The Centre requires that the quorum for an AGM must be five or more current members. There were 16 members and eight visitors present. (Refer the attached attendance sheets.)

¹ And Public Officer

3. Confirmation of the Minutes of the 2010-11 AGM

The minutes of the 2010-11 AGM held on 29 November 2011 had been circulated and it was **RESOLVED:**

THAT the minutes of the 2010-11 Annual General Meeting of The Centre be confirmed as a correct record.

4. Receive the Management Committee Annual Report 2011-2012

A hard copy version of the Annual Report was available to all members present and in electronic form at www.centre.org.au.

The Chairperson, Mr Karl Hessian outlined a past year of change and advancement and congratulated the staff and volunteers of The Centre on achieving an extraordinary outcome for the reporting period. In particular he was pleased to report on the work of the new Director, the stable and extended opening hours and the success last weekend of the 2012 Spring Fling festival

The Director, Michael J Halls indicated that since his appointment in November 2011 The Centre had commenced an ambitious plan of regeneration and reengineering. He thanked in particular the support of the friends and volunteers of The Centre including Ms J Goodman Director, North Melbourne Language and Learning and the supportive and dedicated staff of The Centre without whom any development would have been possible. The meeting recorded its grateful thanks to Ms Robbie Cottrill for her period as acting Manager.

The Treasurer, Ms Doone Clifton, presented the financial report which outlined reduced operating levels for the initial six months of the reporting period then increased activity in the 2012 calendar year resulting in a one off excess of income over expenditure for the financial year. She thanked her predecessor Mr Gary Heard for his stewardship for most of the reporting period.

Members and visitors asked a number of questions and made several comments including

- A suggestion that participants be offered taster classes in new program initiatives such as Feldenkrais
- The renewed communication with Errol's Angels choir and
- Our appreciation for the wonderful support we receive from the North Melbourne Library.

The Director apologised for errors in the proofing of the report, such as spelling, name and incorrect job titles on page 30-32, which would be corrected in an updated version for the website.

It was **RESOLVED:**

THAT the Annual Report 2011-2012 as presented be received.

5. Election of up to 11 persons to be members of the Management Committee

The Returning Officer declared the following persons elected unopposed:

- Fiona Baranowski
- Doone Clifton
- Lorna Hannan
- Karl Hessian
- Nancy Lane
- Bill Liddy
- Kay Oke
- Malcolm Peacock
- Margaret Wood.

As the Constitution provides for a Management Committee to consist of up to 11 persons, the Returning Officer declared two casual vacancies remain to be filled by the Management Committee in due course.

At its first meeting the Management Committee will elect from amongst its members persons to fill the office bearers positions of

- Chairperson
- Secretary and Public Officer and
- Treasurer.

The members present also recorded their sincere thanks and appreciation for the work and commitment of the two retiring members of the Management Committee

- Mr Tom Kramer and
- Rev Dr Gary Heard formerly Treasurer.

6. Annual Financial Report year ended 30 June 2012 in accordance with Section 30 of the Incorporated Associations Act 1981, as amended.

The Treasurer presented the financial overview contained in the Annual report. A hard copy version of the full Annual Financial Report was available to all members present and in electronic form at www.centre.org.au.

The Treasurer also recorded thanks to the Finance Manager Mr R Pisano for his support and counsel during this reporting period.

The Centre ended the year with an atypically high net result as a result of the low level of activity in the first two quarters of the reporting period and for that reason has made firm provisions for those funds to be used as originally intended in the further development of The Centre in 2012-13.

It was **RESOLVED**:

THAT the Annual Financial Report year ended 30 June 2012 be received and accepted.

7. Appointment of an Auditor or Auditors

The Director pointed out that the present Auditor had been a diligent and highly professional independent auditor for The Centre for several years.

It was **RESOLVED**:

THAT Sean Denham and Associates Accountants and Auditors, Suite 1, 707 Mt Alexander Road Moonee Ponds Victoria be appointed independent auditors for The Centre for the period 2012-13.

The Director indicated that prior to the next AGM he would institute a selective tender including the present Auditor as a basis for recommendation for the next appointment period.

The members recorded their thanks to the staff of The Centre for their work and service and to The Legion for making their facility available for the meeting. The Chairperson invited members and guests to stay and join in the social and hospitality of The Centre.

Chairperson

CHAIRPERSON'S REPORT

Our Annual General Meeting last year was held after a truly successful Spring Fling. We were all excited by the huge community engagement in planning, delivery and participation in this annual festival. That level of community participation was reflected throughout the programs and activities of The Centre during the 2012-13 year.

In 2012 we delivered more than 23 separate courses or programs that had nearly 300 participants. So far in 2013 we have delivered 26 courses and programs to more than 390 people.

Our analysis at the end of 2012-13 showed that these people came primarily from Melbourne (3%), Kensington (4%), West Melbourne (12%), North Melbourne (44%), and even St Albans (7%). Another 30% came from any number of adjacent and farther home locations. About 72% of our participants are female and 28% male and they cover a full range of age groups

Builders	Boomers	Gen X	Gen Y	Gen Z
1925 - 1945	1946 - 1964	1965 - 1979	1980 - 1994	1995 - present
13.6%	35.2%	19.9%	14.6%	15.3%

We are clearly meeting our purpose.

I think the year was also successful in providing community members with opportunities to meet their own needs. Members of the association are familiar for example with the *North and West Melbourne News* which is written, produced and distributed by a band of dedicated volunteers who are able to explore their communication and business skills in creative writing, journalism, printing, graphic arts and a range of other media learning outcomes. This past year was a watershed time for the *News* which saw the departure of some of its longest standing leaders including Helen Lew Ton, Distribution Coordinator, Allan Hood, Production and Design Coordinator and Maurice Gaul, Editor. Thank you for your contribution to our community.

You will see from all the reports which follow that we have had a great year. We expanded the children's and youth program with the introduction of three new programs which I am sad to say are not supported by any major funding body and must charge fees. Our experiment in Kids Yoga was for this reason not able to proceed. The Information, Digital Media and Technology program also piloted a range of new skills training.

The Foundation Skills programs in particular show the value of general and vocational education through the tremendous successes of the men in corrections and prison settings who completed the job readiness *Work Out* program with the Judy Lazarus

Transition Centre and the pilot communication skills *Blokes and Books* program at the Melbourne Remand Centre

Critical to our success are the staff and contractors of The Centre. Shop 58 acts as a 'citizens' advice' service and the genuine care and practical support community members receive is directly related to the quality and character of the people who act at that frontline point of contact.



Your management committee has been busy dealing with changes to the legislation governing our organization. The *Victorian Associations Incorporation Reform Act 2012* has meant we have had to substantially revise our 2005 Constitution which is submitted to this AGM for approval. The new *Australian Charities and Not-for-Profits Commission Regulations 2013* also came into effect which we believe may ultimately provide us with the elusive

deductible gift recipient status we need. We are blessed with a group of committee members who are not shy to take an active working role in the governance of our association and I thank them for their dedication and hard work in a fiscally difficult year.

The year ahead will be challenging not least because we project we will have around 15% less income than this time 5 years ago. The Centre needs your continued support and involvement and I trust the members will rise to that challenge as they have done over our last 36 years.

Karl Hessian
Chairperson

DIRECTOR'S REPORT

In my last report to members I outlined some plans for the future. Our progress has felt like we were on a roller coaster. There have been some thrilling rides and some hard slog up hill.

i. Our plan to establish a registered training organisation as part of our services and activities to the North and West Melbourne communities was not realised during the reporting year. The new requirements for applicants involved the compulsory attendance at two seminars and the development of extensive financial forecasting. At the time of writing this report our application has been submitted to the VRQA (Victorian Registration and Qualifications Authority) and we await their response. Our status as a registered ACFE (Adult Community and Further Education) Learn Local provider enabled us to grow the student contact hours funded by the State Government as part of our delivery of education and training needs in our community. Pre-accredited programs have been developed to improve outcomes for people who wish to develop the skills needed to secure employment, access further study, and to build their capacity to engage and remain a part of a complex and fast changing society.

ii. We strengthened and improved our processes, management and governance. The Fees, Charges and Refunds Policy was reviewed and brought in line with the expectations of our funding agency contracts and our processes for the enrolment of participants eliminated unnecessary duplication and repetitive data collection. A new Fraud policy was developed and approved and improved and online approval and authorisation of expenditure processes came into effect. Financial reporting to the Management Committee took a huge leap forward to provide them with more information to fulfill their directorial responsibilities; and The Centre would like to record its sincere gratitude to our financial consultant Mr Robert Pisano of RFP Business Services for his initiatives. The new *Associations Incorporation Reform Act 2012* came into effect which required a number of governance changes including the compulsory review of our Constitution to bring it into line with the new “model rules” regulation. The Management Committee’s proposed changes are being submitted to this AGM.

iii. One purpose of our association is to build a culture of sharing, collaboration and connectedness in our community. After a period of hiatus the 2012 Spring Fling was perhaps the single most effective neighborhood renewal activity we undertook. There were thousands of locals who enjoyed the festival and told us so, and local businesses reported that there was increased patronage and income. The return of the festival was unusually costly but I believe it was a good use of our association’s reserve funds. We reconnected with our many partners including the Inner Northern Cluster of Learn Local providers, the North and West Melbourne Association and Errol’s Angels Community Choir and we renewed friendships with neighbors such as the Legion of Ex Servicemen and Women.

iv. Our links with local government had been strained during the transition to a new funding model and our modest response to our obligations under the Community Services Funding Agreement. The Centre staff worked with the highest levels of energy and inspiration to deliver over and above levels of activity and engagement. We asked Council Community Services staff to give us the opportunity to show what we all know; The Centre is at the heart of our local districts. We thank them for their confidence and I can't find words to sufficiently thank the staff and volunteers for their contribution and personal support. They are at the heart of The Centre.

v. We planned to extend our neighborhood capacity building and service programs into West Melbourne but were not able to achieve increased activity in the reporting period. On the other hand we commenced discussions with the City of Melbourne to find venues to achieve this objective and I am very pleased to say that we are piloting a relationship with the Docklands Hub, which will commence in Term 4 of 2013.

It was really quite exciting for me to participate in the annual review of our strategic goals and objectives in February 2013. The revised strategic and business plan for the period to 2019 has set ambitious targets for us. There are always more than enough plans for the future. To give you an idea of some of them the following recommendations arose out of recent marketing and needs analysis studies which were conducted across the several districts which The Centre supports. It takes into account demographic data as well as social and economic factors of the areas.

- The Centre should focus on addressing courses for professionals, such as opportunities to build up employability skills and health and well-being classes. Fees for services could be competitive to surrounding service providers as income levels are high.
- As North and West Melbourne contains a large percentage of persons who were born overseas the potential to offer cultural and communication skills classes for lower fees is also there
- The Centre needs to focus on providing low cost services for residents in adjacent districts as there are individuals that fit in with the aims of The Centre. Classes around employability skills and languages could potentially be offered. The Centre should focus on directly marketing activities to this area if it wants to attract people living there.

Michael J. Halls
Director

TREASURER'S REPORT

The 2012/13 financial year was a period of transition to a new structure and reinvigorated program for The Centre following the reduction in core funding from The City of Melbourne (as advised in previous years' reports). The year reflected the first full year of operations under the new management team, which had only been appointed midway through the previous financial year, and the continuation of implementation plans for The Centre's redevelopment. It was also the first year of operations following the expiry of The City of Melbourne's three-year transitional funding support.

Last year's report had highlighted the relatively low level of activity in 2011-12, due to delays in the implementation of the new management team and the restructuring / redevelopment process. The result was an abnormally high and temporary surplus of income to expenditure for that year of \$106,210.

After discussion and consultation with our funding agencies, we committed to utilise these accumulated funds on the reintroduction and rejuvenation of programs for which the funds had originally been received, including investment in new initiatives. For example:

- We expanded our Information and Communications Technology program with pilot courses such as the International Computer Drivers Licence, iGadgets for the e-challenged, Level 3 Computing and Podcasting
- We piloted new health and wellbeing courses in Feldenkrais and Simple Steps to Better Health for Women
- Shop 58 reopened on a cycle of regular hours five days per week and one evening with the employment of a new Administration and Information Officer
- We continued with ongoing development of our overall course and activity offerings
- We invested in the delivery of the October 2012 Spring Fling festival, which was a huge success after the hiatus of 2011, and the development of the next festival scheduled for October 2013.
- We have submitted an application to register The Centre as a registered training organisation (*North and West Melbourne Community College*) which will show a return in future years.
- The generous funding from the Centre for Multicultural Youth for our flagship children's program ended on 31 December and we used our reserves to continue the program into 2013 while we seek other funds.

As expected (and foreshadowed in last year's report), spending activity for the year ramped up accordingly as these and other program plans were progressively implemented. The financial results for 2012/13 reflected the expenditure "catch up" with a correspondingly abnormal annual deficit of \$131,568 recorded, offsetting the large surplus recorded for the previous year.

Taking 2011/12 and 2012/13 results together we ended up with a combined result of a \$25,358 deficit.

Net assets / members' funds at 30 June 2013 stood at \$75,586 (30 June 2012: \$207,154). This amount included equity invested in equipment assets, funds designated for specific-purposes and general funds set aside for operational stability. The annual reduction in net assets reflected the annual deficit. Cash held at year-end was \$98,742 (30 June 2012: \$248,681).

The Centre acknowledges and is grateful for the continued support from all our funding partners. I further acknowledge the efforts and commitment of The Centre's workforce, paid and volunteer, in helping to implement change and ultimately in serving the North & West Melbourne community. We are all integral to The Centre's transition and its future.

The next step in our financial plan is to end 2013/14 with a balanced budget in the face of reduced income. Our challenge will be to secure new sources of income and to ensure our programs not only operate on a cost-recovery basis but include an element for future capital development to help with The Centre's financial sustainability. We ask our members to come along on this journey to rejuvenate The Centre.

Doone Clifton

Treasurer

Financial Overview for the year ending 30 June 2013

Important notice

Information used in this financial overview is extracted from the full financial report of The Centre: Connecting Community in North & West Melbourne Inc. ("The Centre") for the year ended 30 June 2013.

For a complete understanding of the financial performance, financial position and activities of The Centre, the full financial report should be referred to. The full financial report also includes a full description of the accounting policies adopted by The Centre, and explanatory notes to the financial statements.

The full financial report, including the independent auditor's report, is available free of charge at www.centre.org.au or on request from The Centre by calling 03-9328 1126 or emailing finance@centre.org.au

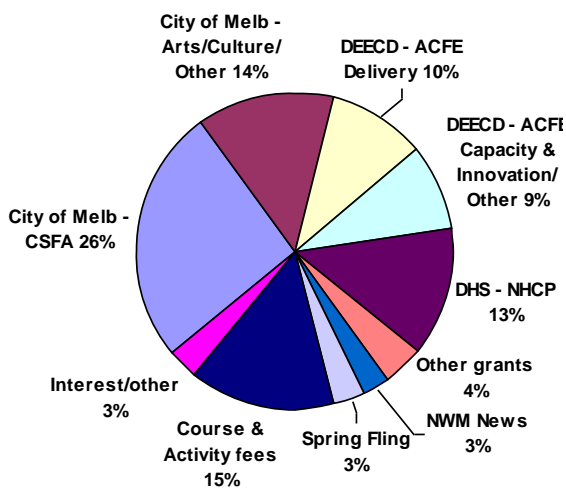
Top-line results	2009/10	2010/11 *	2011/12	2012/13 *
	\$	\$	\$	\$
Total income	403,783	427,246	380,349	351,192
Total expenditure	393,640	419,666	274,139	482,760
Net surplus (deficit)	10,143	7,580	106,210	(131,568)
Net assets at end †	93,364	100,944	207,154	75,586
Cash held at end †	212,109	175,866	248,681	98,742

*Includes delivery of Spring Fling Street Festival during the period

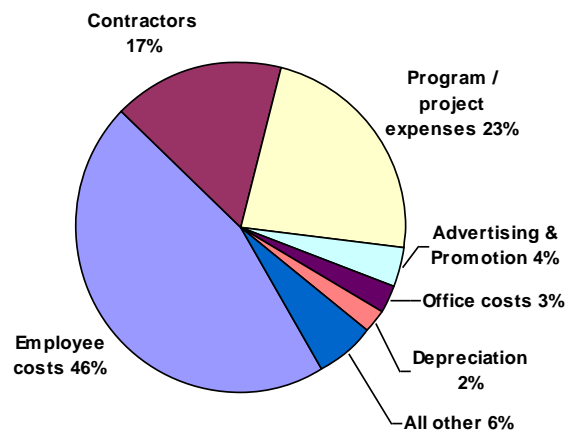
† May include committed funds held for future use

Income and expenditure breakdown

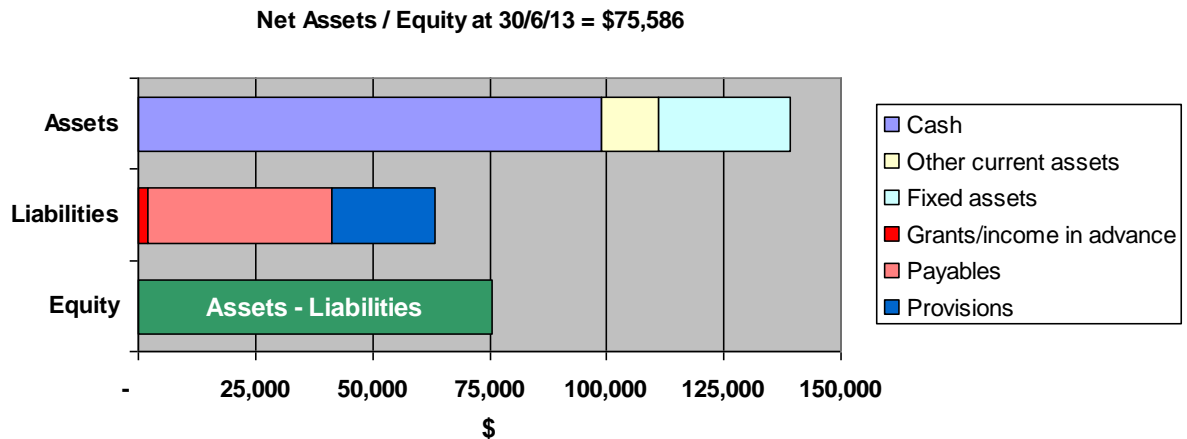
Income for 2012/13 = \$351,192



Expenditure for 2012/13 = \$482,760



Financial position



Funding Agencies, Sponsors and Donations

Our grateful thanks are extended to the community for their generosity and willingness to meet some of the costs of the activities and programs we coordinate. Thank you to North Melbourne Shoe Repairs, Phillipa Close for the donation of arts supplies, Valma Kozlowski for kitchen equipment and to all those members who made a donation with their membership renewal. There are several agencies, sponsors and donors without whom we simply would not be able to continue as a charitable institution.



ACTIVITIES, COURSES AND PROGRAMS

ART INSTITUTE

The "Art Institute" had reached its life span by Term 2 this year (2013). Enrolment was low and almost didn't make minimum levels.

The course has taken a new angle, communicating through art and has a new name thanks to its tutor Maggie Pereyra. It is now called "Craft, Create and Communicate." I will now focus on exploring concepts e.g. History of North Melbourne or creating a book that tells a story about the artist.....and then the student creating an art work in their chosen medium. The students will communicate and explain their art work to the class in the form of a short presentation.



With the return of some regular students and some new ones, "Craft, Create and Communicate" has been warmly welcomed.

ART WARRIORS AND ART HEROES



Art Warriors had so many enrolments at the end of 2012 and beginning of 2013 that another class had to be created in order to cater for the high demand.

Art Heroes was the new program of art skills was aimed at older children - grades 4, 5 and 6, was piloted on Monday afternoons.

Art Warriors continued on the regular time of Tuesday afternoons for younger children - grades 1, 2 and 3. And now welcomes pre-school aged children!

Unfortunately Art Heroes was unable to continue as enrolment numbers were insufficient to cover costs. With the help of advertising and some very enthusiastic students we are hoping to spread the word and continue the class 2014.

Art Warriors is still running strong with a full class, they seem to really enjoy it and it makes for a



pleasant afternoon for everyone involved, including Maggie Pereyra the tutor, Meghan Fitzgerald a long term volunteer and now her daughter Ella who had joined as a volunteer and helps out in the class.

BLOKES AND BOOKS

One man had never written a story before. He wrote with such passion that the others were spellbound when he read his work to them. One of the group explained that he had never seen anything like the look on this man's face when he read his story - "he was proud of himself".

One bloke could barely read and stumbled through his allotted paragraphs. Now he tells the others how to help him, how to listen and work with him rather than just telling him the words and reinforcing his perceived failing.

We had a discussion about visualising the characters we read about. One bloke decided to try reading a book his mate had - "Private" by James Patterson. He read 19 chapters in one day (short ones!) and had not ever managed that much in his life before. One man (Ethiopian) had never seen a crossword puzzle before and decided to have a go for this week.

Another bloke wrote a story "Pressure". It was the best description of the anxiety state of a prisoner I have read. He submitted it for the Prison Newsletter. It would be great to collect some of the work they do, but it's complicated getting permission from the prisoner without breaching prisoner protocols etc. I can work on it if you like. [Margaret Wood, Tutor]

This program commenced in October 2012 at the Metropolitan Remand Centre. The men involved are on remand or awaiting sentencing or placement. They have very few opportunities to develop their self-worth. We ran four groups and thirteen men received Certificates of Attendance.

The Program: "Blokes and Books" is a program which looks at the value of understanding and experimenting with different methods of communication.

Over six weeks we look at different texts, such as poems, short stories, magazine articles, excerpts from books and the writing of the participants in the program.

- We solve matchstick puzzles and look into illusions to see things from different angles.
 - We look at pictures and tell stories about what we see.
 - We draw pictures, read to each other and discuss the sound of words.
 - We write stories and poems and learn to value the importance of diverse opinions.
 - We listened to instructions, and ended up seeing things differently.
- All the participants said that they enjoyed the program and that they would recommend it to others. They also agreed that they were looking at their day-to-day communications from a

broader perspective, and had greater self confidence.

The Challenges: This program is presented in an entirely un-natural setting where a group of men who do not fit easily in society live together in a place where they have no control of their lives.

In the units which house prisoners protected from the mainstream and each other, we sit at a table in the middle of the program area, surrounded by others who are using computers, playing games, fetching the vacuum cleaner, wandering in and out and occasionally threatening the participants. We listen to disturbances within the Unit, participants get called out to be counted, go to urinalysis, visits, fetch pillows for new inmates... . Other people come in to present one-on-one therapeutic programs. People are preparing for trials, being assessed for placement, dealing with publicity about the things they are accused or convicted of. Staff need to continue the routines of the prison, which may mean lots of loud announcements and locking and unlocking of doors. Numbers in the program are affected by the fact that certain people cannot be seen to be interacting with others.

2012 was the national and international year of reading

The Outcomes: People who have come to the second session do their best to attend from then on.

The sessions have included men who are almost unable to read and others who have higher education qualifications. They have learned to work together and value each other's opinions and insights. They have moved from suspicion and embarrassment to confidently reading aloud and celebrating their opinions.

THE BOOK PEDLAR...MINI LIBRARY PROJECT

The Centre and the North Melbourne Library (represented respectively by Robbie Cottrill and Frances McMillan and Heather Mackay and Fiona Barankowski) joined together over coffee at *Faces and Places* café for a discussion about the concept and practice of creating “mini libraries “in random places in the city. The aims are to recycle donated and discontinued books, to encourage reading and provide an eccentric and interesting addition to our urban community landscape.

The first initiative to get off the ground is **The Book Pedlar** mobile bike library. The bike appears in Errol St and surrounds with its tray full of books that local people can borrow and return. They can rummage through and select a title that appeals to them, read it and return it with no questions asked, no administrative issues and no time limit. It's a win-win situation

The bike belongs to Frances (The Centre) who recruited her niece Lucy McMillan to design and paint the pretty, colorful retro signs and then Peter Morfea of *North Melbourne Shoe Repairs* who helped with attaching them to the bike. Heather Mackay (North Melbourne Library) manages the books and determines where the bike will be located each day.

The Book Pedlar has added colour and interest to the local area, it has even been posted on instagram at least a couple of times, so look out for it in your daily travels in North Melbourne.

COMMUNITY DEVELOPMENT

The ANHLC (Association of Neighborhood Houses and Learning Centres) 2012 survey of members has reported that on average

- 415 people visit a Neighbourhood house per week
- 270 people participate in programs each week
- Management Committees average 8 members
- Only 17% have incomes >\$50001 (we are in the 22% middle bracket \$25000-\$50000)
- Council funding median is \$12950 pa
- Each visit to a Neighbourhood House costs \$2.75
- Neighbourhood Houses raise \$5.29 for each \$1 of the NHCP (Department of Human Services Neighborhood House Coordination Program) funding (our grant is \$45396pa so we should be raising \$240145)
- 93% of staff are part time
- More than 13 people volunteer per house for a total of more than 48 hours per week. The average age is 50.
- A Neighbourhood house is staffed for 34.2 hours per week but is used 55.3 hrs. /week or almost 8 hours per day. But NHCP funding is only 24 hours per week.

We are funded for 1040 hours per annum or approx. 20 hours per week.

CENTRE ADVENTURES: ACTIVE SENIORS

This last financial year has been a challenging one. The Centre Adventures bus trips have been full. We have visited Hanging

A Morning at the Museum

On an overcast Tuesday morning, eight spritely women and one chaperone took an opportunity to visit the Immigration Museum on Flinders Street. For most of us it was our first visit to the Museum, and for a select few it was a chance to see pieces of our past and remember the journey that took us to these Australian shores for the first time.

For those who haven't been to the museum, it is set up in the old customs building at 400 Flinders Street. It is spread three levels with stories from migrants and excerpts from historical records giving some reference to the political and social situations of the times.

As we walked around the old marble halls and viewed the exhibitions we were taken through the founding of Melbourne and the constant immigration that built this city into its modern multicultural social setting we enjoy today.

The biggest highlights included the interactive Australian Citizenship Test simulator and the walk-through model of the interior of the ships that brought people from Europe, showing the cramped spaces and poor conditions that families would share with strangers for weeks on end. For some amongst us, this was exactly how they travelled to Australia, and conjured memories of their long daunting journeys.

To top our little excursion off, a beautiful lunch was enjoyed right across the road at The Brazilian Bean on Collins Street, where they fitted us all in with no notice and made us all feel very welcome, and topped it off with a great feed!

By the end of the excursion everyone involved was satisfied with their day, the museum, the lunch and our enjoyable travels on Melbourne's public transport.

Rock, Mornington Market, Maldon, and an op shop tour of the northern suburbs. We had a beautiful day visiting the Newport Lakes, a hidden treasure in the heart of Newport. We have had a few new participants which we love. It reinigorates the group.

We went on a joint bus trip with **Farnham Street Neighbourhood Learning Centre** to the Kyneton Races. We had our bus, and *Farnham Street* had theirs. All the ladies dressed up and looked wonderful. We all had a good time despite the fact that the weather was cold and windy, and some of us even won a little bit on the horses.

We always have a lovely time but the places we go to are not always as wonderful as we think they are going to be. The shops in Maldon were largely closed as Tuesday is their day off, the food at the Kyneton races was truly woeful and we had to relocate for lunch in the township, and sometimes the walking tracks are too hard for our older community members. Nevertheless the trips are great.

Community Engagement

Our recreational classes have had mixed success. **Podcasting**, Feldenkrais, and Easy Steps to Better Health ran very successfully for a couple of terms, but then interest seemed to wane. **Calligraphy**, has been running for many years, and still have enough participants to keep going. Just as we think we may have to cancel the classes, another few people enrol and we can proceed. The Centre tries hard to provide courses that are of community interest, trying to keep prices at an affordable level, while not running at a loss.

COMUNITY USER GROUPS

"Mama Bake is a group of Mama's (and the occasional Papa) who gather once a week at The Centre on Errol Street to catch up and cook up weekly meals. Life is hectic enough without having to plan the family meal every night so this is a way to get together with friends and to prepare food together for the ones you care about. We each prepare a big batch meal and at the end divvy it up into Tupperware containers to be frozen and eaten throughout the week. This eliminates the need to plan/prepare/cook and it gives us more time to spend with family and at the same time enjoy home cooked feasts. We have an eclectic group so we each go home with a delicious variety of meals and gives us a chance to get together for a laugh and to learn from each other. Mama Bake has gone from a weekly cooking session to a close knit community of friends and families and we are always looking for new members to join us in the fun!"[Aimee]

Over the past year The Centre has offered its facilities to start-up groups forming from the heart of the community, as well as offering support to established not-for-profit organisations. We aim to facilitate community needs as they arise, providing the facilities to grow connections that endure throughout the City of Melbourne. Two of the high-profile projects featuring this year were the **MamaBake** and **Doutta**

Galla Community Health Game Boarders.

Earlier this year, Aimme Randle approached The Centre with the idea of creating a cooking group for local mums with the aim of creating sustainable friendships through sharing a love of food and cooking. The group met once a week to cook and share together, then swapped recipes that would help them keep their families healthy. The seven mums participating in the group had a great time, while filling The Centre with the aromas of family cooking and familial bonding. Our concern that our kitchen was too small seemed not to concern the mums who made do with what we had to create more from less.

The second group was organised by Dousta Galla Community Health. The Community Health Centre approached The Centre when searching for a new location for their mentor program. In this program the students were encouraged to take on the role of the facilitator, and by doing so learn to be independent within their community. Nicolas ran his board game social group for three months through The Centre, with the participants who came getting more than just a game. With time, they became more confident traveling to and from North Melbourne, and friendships soon grew. Within months, the group joined with another group and is now operating independently in a new location in the CBD.

Perla Gerlic who arranged these two groups reminds us that by offering our facilities to the community when available, throughout the year The Centre becomes more effective and approachable, managing to connect our community just that little bit more.

DIGITAL PHOTOGRAPHY FOR BEGINNERS

This new pilot program ran for two consecutive terms. It was aimed at people who needed help to operate their own digital camera.

The course covered exploring your camera settings, some basic photography terminology, and visual aspects of photography and touched on some *Adobe Photoshop Elements* editing aspects.

Enrolment was low, but the students that did attend were pleased and happy to have learned new ways to use their cameras, editing skills and confidence in exploring photography as a hobby and skill.

Learning from the pilot a refined program with a learning schedule is been designed by Maggie Pereyra to help meet student expectations and needs. This will hopefully help create more interest and enrolment to run the course again.

EDUCATION SUPPORT: COURSE TO BECOME A SCHOOL AIDE

In the 20012-2013 year, The Centre paired up with *MBG Education Pty Ltd* to offer the nationally accredited Certificate III in Education Support (CHC30812) course to our local community. This is a course that provides qualifications for people who wish to be Teacher Aides/ Integration Aides, in primary, secondary or special education schools.

Over the year, interest in the course was sporadic, leading us to defer the start of the accredited program until we achieved sufficient enrolments. While this was disappointing, it can be recognised that it will take time for the community to engage with The Centre as a facility offering nationally recognised qualifications. Amy Baillie the tutor hopes that by next year we are able to offer it again with more success.

The pre-accredited program was in high demand from our team of volunteers.

FOUNDATION SKILLS

JLTC WORKOUT PROGRAM (JOB READINESS): BIGGER AND BETTER

The Workout Program (Job Readiness) is a 10 week program designed to prepare men who are in transition from gaol to the community, to seek and gain employment. This year the program is bigger and better! The program has been so successful in meeting the men's' needs that it has been running continuously since it was introduced as a pilot in March 2012...even through the summer break.



*Teamwork and giving and receiving instructions "The Perfect Hot Chocolate" Faces and names cannot be published.

There are usually between 7-10 men enrolled in each program, and the flexibility of the design and delivery of the program means that participants can enter and exit at any given time, according to their time commitments, length of stay etcetera. To attain the Certificate

of Completion, however, the men must have created a resume, written a cover letter and a proof of performance letter prepare for and attend a mock interview and take part in a team building exercise, as well as develop the basic computer skills required

for job searching. This means each man does a minimum of 10 weeks based on the Certificate I in Vocational Preparation curriculum.

To date thirty men have completed the program and received Certificates. Eight men are currently enrolled and will complete the program in Term 3-2013. The feedback from participants has been positive and so has the feedback from the JLTC (Judy Lazarus Transition Centre) case workers.

The success of the program comes down to a number of factors

- Excellent trainers (Louise Cindric and Frances McMillan)
- Great location (North Melbourne Library and Shop 58 in Errol St)
- Needs based design and delivery...including life skills topics
- Positive relationship between The Centre staff and JLTC staff
- Great positive attitude of participants

We expect the program to continue into the future and to continue to grow. We do, however, need to explore ways to make it sustainable. The coordinator of foundation skills programs and the Director will soon be meeting with JLTC staff to discuss future funding.

We acknowledge the great work of all involved, and are grateful for the support and enthusiasm for this program shown by the library staff, The Centre Staff and the owners of *Faces and Places*.

GLOBAL HOMEWORK PROGRAM 2013: PARTICIPATION MAKES PERFECT

The theme Frances McMillan, coordinator of foundation skills, want to stress in the Global Homework Program (GHP) in 2013 is participation. Participation, and the commitment it takes to participate regularly, is what makes our students strong, resilient and connected to their community... and we have a group of children who do exactly that every week. They participate.



In fact, forty five students, speaking 9 different languages, participate every week. They come to participate in a group that does homework together, prepares healthy snacks, reads extra materials, does learning challenges and engages in lively discussions on

interesting topics. You don't have to be perfect to participate but participation is a strong cornerstone to perfection/success.

As well as students we have a team of thirty registered volunteer tutors who participate once a week. They come along with their special skills and knowledge, their cultural and language differences and their dedication, enthusiasm and humour to work with the students on their assigned tasks. Most of the tutors have participated in special training offered through the *Centre for Multicultural Youth Learning Beyond The Ball* initiative which covers issues of diversity, respect for difference, dealing with sensitive problems and strategies to support literacy and numeracy learning so they are well equipped to meet the students' needs.

Because we have so many students participating in the GHP we took the initiative to introduce a new session each week for students in Grade 6 who are in transition to secondary school. This proposal was arrived at through a consultation process which included the coordinator, volunteer tutors, the Director, interested parents and children in the program and the Manager of the Library.

The Transition Program has been a resounding success and will encourage the continued participation of these students in the program when they enter high school next year, and means that the current year 5's are looking forward to their "promotion." It has become a worthwhile milestone.

This year the Global Homework Program split the Primary school group into two so that we now offer a Transition Program to Year 6 students, in addition to a Primary Program for years 4&5. We continue to offer a Secondary Program (Years 7-12)

*The proposal for a **Transition Program** for Year 6 students emerged primarily because the large number of children attending GHP no longer fits in the allocated space for the Global Homework Program but then more importantly because the students in year 6 have some very particular needs as they work towards their transition to secondary schooling....they need focus, space, more individualised attention and more opportunities to develop confidence and responsibility. The proposal also recognises that the students in year 4&5 need to be in a session that is more suitable to and tailored to their needs (the gap in the learning, social and play needs of students in year 4 and 6 is significant)*The program coordinator and tutors believes that smaller groups means more attention to individuals, a more manageable environment, fewer discipline issues, less distracting noise and reduced stress on students and tutors.*

However there is one thing that participation does not guarantee and that's funding.

We continue to struggle with the issue of financial support for the program. We have submitted to a variety of funding bodies this year without success and we approached

local medium to large sized businesses with no success either. We face difficulties because The Centre does not have DGR (deductible gift recipient) status and because the program has been running for a long time (many funding bodies prefer to fund start up projects). We are still working on this and any creative ideas about funding sources are most welcome.

As we write this report the Global Homework Program is located in The Lithuanian Club rather than in the Library because the Library is being renovated. The space is fine and the children have adjusted to it easily and are working well. The renovation work is expected to be completed in December and we look forward to a larger space then.

To finish off we acknowledge the strong and positive partnership of The Centre and the Library and the respective staff members. The Program continues to flourish because of it. The Centre thanks the willing and wonderful volunteer tutors who make each week so valuable to the students. "I want to recognize the students and their respectful and cooperative way of being in the program. It is a joy to work with you all" said Frances.

HEALTH AND WELLBEING

The Centre is involved in a wide range of activities that enable people to maintain and improve their health. We have offered courses in **Pilates, Yoga and Feldenkrais, the**

Simple Steps to Better Health program, weekday walks, a presentation at Spring Fling on 'Name That Veg' with tastings sponsored by the Queen Vic Market, meetings with the *Centre for Women's Health Innovation* at the Royal Women's Hospital about opportunities for collaboration, and columns in the North and West Melbourne News about local opportunities for exercising. Pilates is still a fantastic success, we are now running five classes over two nights. Yoga has



Management Committee member Nancy Lane said "The Centre is about bringing people together, and I am pleased that the health activities that we support do exactly that—as well as keeping many people in our community more fit."

been running for many years, and we still have enough participants to keep going.

MORNING TEAS, HEALTH AND NUTRITION

Morning Teas were very successful, sometimes with numbers attending exceeding the space. When it was someone's birthday the noise and amount of food was a bit excessive.

We had a Christmas in July lunch which in spite of many mishaps in the kitchen was very nice. A volunteer Susan McCarthy and Robbie Cottrill were aided by Sharon Orbell Executive Director for our social enterprises the Spring Fling and the News, who stepped in and coordinated the lunch when it looked like we were creating a disaster.

HOMELESSNESS AND LONELINESS

The Centre is still actively involved with the Homelessness Action Group. The Centre started the group in 2004, wanting to ensure the social opportunity and well-being of the community, especially those who were experiencing homelessness and marginalisation, were fostered, with a view to making the community balanced, inclusive and sensitive to the needs of all. St Vincent de Paul took over the running of this, but we contribute to working groups and attend committee meetings. In conjunction with the North Melbourne Library, and a volunteer Felicity Jack, we ran a book and discussion group around the topic of loneliness.

INFORMATION, DIGITAL MEDIA AND TECHNOLOGY

IGADGETS FOR THE E-CHALLENGED

In 2011 we were approached by a couple of women who wanted to use our space for a sewing workshop. This was a very cosy group of women in their forties and fifties. They made some beautiful pieces, chatting and drinking cups of tea while they sewed.

Robbie Cottrill our community development coordinator used to stick her head in the door occasionally to see how they were going. One time she was surprised to see all of them with their iPhones out and Louise Cedric, one of the participants, instructing them all on how to get the most out of them.

It struck Robbie that there would be many people in our community who were feeling frustrated at their inability to understand how these new devices worked. Also there would be others who could get much more from their iGadget.

On speaking with Louise, it was obvious that Louise was a technophile with an amazing knowledge of IT to the point where she could push a button in her car within a certain radius of her home, and the heater would be activated and the oven turned on.

She had been out of work for a long time, being a stay at home mother with one of her children consuming a lot of her time. She was not really doing anything to utilise her skills.

We asked her if she would be interested in running a short course in iGadgets – covering iPhones, iPads, and iPods. She said she would and so we negotiated a time of day, the duration of the short course and a fee. *iGadgets for the e-challenged* was piloted in 2012.

It was very successful. The feedback was only positive.

We then asked her to take computer classes while our usual tutor was on leave in 2013. She did a great job. She has no teacher training, but has now signed up and completed the Certificate IV in Training and Assessment (TAE40110) and seems to be on her way to a new career in teaching IT in the community sector.

She is currently running more iGadget courses and the computer component for our men in transition from gaol into the community.

INTERNATIONAL COMPUTER DRIVERS LICENCE

Since 2012 The Centre has been offering the International Computer Drivers Licence course. This is a certificate course and it is internationally accredited.

Students learn about the Windows Operating System including Hardware and Software issues and specifications. They also learn Internet navigation, email, Microsoft Word, document formatting, standard file naming system as well as saving and backing up their work in files and folders.



This is an important new certificate available for our students because it is standardised for the office skills that are required by companies and businesses internationally.

This course is almost 100% on line, which gives additional flexibility to our students who have work or family commitments. Our teachers, Chiemi Jardine and others, provide face to face support and supervise assessment. Our teachers have received special accreditation to deliver this course and we expect that this course will become very popular in our community.

COMPUTER (BASIC, INTERNET AND EMAILS)

The Centre also offers computer courses to the community and we are also supporting the Judy Lazarus Transition Centre (JLTC). These computer courses are foundation skills programs.

Students become more confident and experienced in using a computer. The course is designed to improve self-confidence, develop employment skills and strengthen personal life skills.



Students learn Windows 7, including Hardware and Software, Internet navigation, email, Microsoft Word 2010, basic word formatting, folder and file naming system, saving their work in files and folders, attaching files to emails.

Most of our students, before they started the course had never touched a computer, but at the end of the course many of students said they can now send emails to their family and friends and their children and grand-children said they couldn't believe this had happened.

Most of our students wish to continue learning, so we are now offering a higher level of courses to cover our more advanced students' needs and our community's needs.

NEWS

There was a generational change of personnel at the *News* this year. Early in the 2012-13 year Allan Hood the long standing production and layout coordinator retired due to ill health and we found out just what technical skills we needed to produce a community newspaper!

In the September 2013 edition Janet Graham as acting editor covered more recent changes and that article is paraphrased below.

It was with regret that we accepted the resignation of Maurice Gaul, who stood down as editor after the June edition and two highly productive years at the helm of the *News*.

The paper benefited greatly from Maurice's editing skills and the experience gained from his long career as a freelance journalist. Under his guidance, every edition presented as readable, entertaining and professional while retaining the 'flavour' of each contributor's unique voice.

Most contributors are amateurs, so copy does not always arrive in pristine, immediately publishable condition — and nor do we expect it to. With the help of proofreaders and section editors, it is a big task to turn the assortment of articles and opinions into a unified whole with a consistent style.

Maurice did this with aplomb, and we thank him for his dedication and for the effort he put into building up the list of contacts and 'stringers' across our community. We wish him well in his post-*News* enterprises, which we understand include a well-earned overseas holiday.

Another big loss is Helen Lew Ton, who stepped down as distribution coordinator after some 14 years. There is more about Helen elsewhere on this page taken from the article in the September *News* by Bethia Stevenson who acted as distribution coordinator for this edition.

Steve Jasper has regretfully had to relinquish his roles as section editor for both History and Politics & Environment. Steve was headhunted for a job in Sydney that was too good an opportunity to turn down. He had

Readers of the North and West Melbourne *News* are able to enjoy the work of local writers, photographers and illustrators, but how many of us give much thought to the 'backroom' work of getting the paper put together — and out?

Maybe even less recognised is the task of bundling up around 6000 copies of the paper into deliverable parcels, attaching instruction sheets and marshalling the 'troops' who deliver your own copy to your own letterbox — unless you've unwisely labelled the box Australia Post Only, thus losing out on this valuable local resource.

Four times a year one redoubtable woman carried out this task superbly — for 14 years. In this note we pay tribute to **Helen Lew Ton** and thank her for the excellent work she has done for the local community in managing so smoothly all the tasks associated with delivering the *News* to us.

Most people may not even think about how the *News* arrives at their door, but those of us involved with it do know the effort, and we salute Helen for a heavy, regular job well done. As she steps down from the role of distribution coordinator, we say

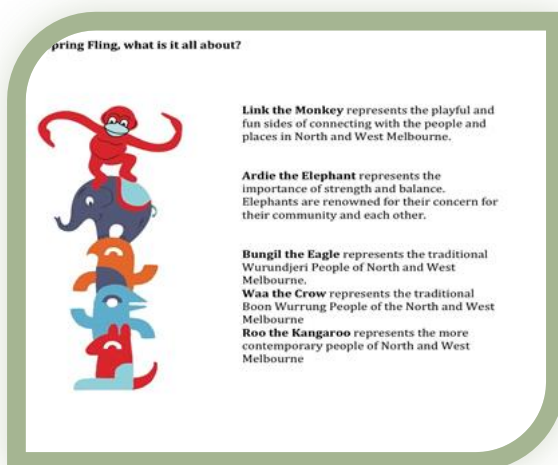
"Thank you, Helen".
30 September 2013

less than a fortnight to pack up his worldly goods before heading north.

Not all readers will know that Steve first joined the *News* in 2003 and for a couple of years was a valued member of the team as both a regular writer and a layout volunteer. He also delivered the paper during that time. A rail enthusiast from way back (except when ill-conceived projects have a bad impact on his West Melbourne neighbours), Steve will no doubt be exploring the NSW railway network when work permits. Our best wishes follow him wherever his new life takes him.

The *News* now has a number of vacancies for section editors as well as the major volunteer roles of editor, or content coordinator as it used to be called, and production, or layout, coordinator. If you are looking for a challenge, please read the job descriptions on our website www.centre.org.au and consider whether you have appropriate skills for either position.

SPRING FLING FESTIVAL 2012



The 2012 Spring Fling Festival had nearly 100 volunteers help to create a dynamic and engaging festival that attracted more than 15,000 people to the festival on the day. “The first Spring Fling Festival was back in 1978, it is pretty amazing to think what started as a few friends gathering for drinks and a BBQ, has now grown into a major” said James Brown, Festival Artistic Director. Key to the programming of the Spring Fling 2012 was a desire to

prioritise entertainment and programming sourced from the local region. The program featured local bands, fashion show, Sustainability Street, Snuff Puppets, Circus Workshops, Circus Performers, North Melbourne Markets, North Melbourne Football Club fitness activities, TAC Vanessa Bus and over 300 people participated in the Silent Disco.

Other elements of the program, which proved extremely popular with Spring Fling attendees, included the Dog Show, The Queen Victoria Market (QVM) Cooking Pod and tours of the North Melbourne Town Hall Bell Tower. The Dog Show was a huge hit with over 60 owners and pets participating. This part of the program also attracted the largest audience to the centre stage. Jonathan owner of the Town Hall Hotel said “The 2012 Spring Fling Festival was the best one in ten years!”

The festival received positive feedback from traders; 87% said they were either extremely likely or very likely to participate in the Spring Fling again. In aggregate 70 percent of traders surveyed said that the Spring Fling brought an increase to business takings on the day. One bank, for example, opened 30 new accounts. Traders were also asked to make general comments on the Spring Fling Festival. One food and beverage trader reported a 40% increase in business takings on the day.

Overwhelmingly, traders surveyed wanted to see the Spring Fling run every year.

Critical to the success of the Spring Fling project was the contribution of volunteers.

Over eighty-four event volunteers assisted with the festival. Volunteer hours equated to 1,304 for the project. This contribution is calculated to be worth

approximately \$24,000 to the operation of the project. This is based on the local industrial award for Grade 1 unskilled workers.

Lisa Tran the 2012 Volunteer Coordinator said: "Spring Fling was a great platform to get hands on experience and be responsible for an aspect of the festival". Lisa Tran and Phil Bodey (2012 Site Crew Coordinator), who volunteered last year in Coordinator roles are now currently working on the 2013 Spring Fling Festival as part time staff.

The Centre received over \$89,000 in cash and in-kind sponsorship towards the 2012 Spring Fling Festival. Major sponsors included- City of Melbourne, Yarra Trams, CityWide and City West Water.

The Spring Fling had very strong involvement from community agencies. The festival was seen as an ideal vehicle to engage with the community through. Some of community agencies that participated in the Spring Fling include: St Mary's Kindergarten, Kensington Neighbourhood House, Girl Guides, Local Members of Parliament, North Melbourne Legal Service, The Greens, Melbourne Toy Library, McCauley House, Doutta Gala Community Health, Wild@heART, the North and West Melbourne Association and Public Record Office Victoria (PROV).



THE MANAGEMENT COMMITTEE

The Constitution of The Centre provides for a Management Committee to manage its affairs and exercise the powers and functions of the Association between General Meetings. The Committee consists of up to 11 elected members and two co-opted members if the Committee so determines.

The members of the Management Committee for 2012-13 are-



July 2013 meeting at Errol's cafe

Fiona Baranowski
Secretary
Doone Clifton
Treasurer
Karl Hessian
Chairperson

Lorna Hannan
Nancy Lane
Bill Liddy
Kay Oke
Malcolm Peacock
Margaret Wood.

The Committee has one standing Committee the North and West Melbourne News Collective and one working party that reviewed the Constitution.

HUMAN RESOURCES

Our organization is staffed by a combination of highly skilled fractional full time staff, dedicated and specialist contractors and a huge team of volunteers. The Management Committee and the Director are indebted to these people for without them The Centre would not be able to fulfill its purpose.

Peter	Alsen	News
Amy	Baillie	Education Support
Supreet	Bhatia	Community Development
Phil	Bodey	Spring Fling
James	Brown	Spring Fling
Louise	Cindric	Computer
Robbie	Cottrill	Community Development
Katie	de Araujo	Yoga

Emma	Donaldson	Further Education
Natalya	Garden Thompson	Art
Perla	Gerlic	Administration
Sue	Gertzel	Pilates
Renete	Giacometti	Yoga
Nader	Hanna	Further Education and IT
Allan	Hood	News
Michael J	Halls	Management and Administration
Chiemi	Jardine	Computer
Katrina	Kincade-Sharkey	News
Nancy	Lane	Health and Wellbeing
Ben	Leslie	Community Development
Ava	Macmaster	Administration
Libby	McKinnon	Mosaics
Frances	McMillan	Foundation Skills
Sharon	Orbell	Spring Fling and News
Maggie	Pereyra	Art
Robert	Pisano	Administration and Finance
Eileen	Porter	Administration
Kylie	Sparkman	Feldenkrais
Leanne	Tite	Computer
Lisa	Tran	Spring Fling
Margaret	Wood	Foundation Skills
Stephen	Wright	Calligraphy

VOLUNTEERS AND PLACEMENT STUDENTS

GHP Administrator *Dan Taturas* is a dedicated, enthusiastic and totally reliable worker in the Global Homework Program. He is thoughtful, efficient, has a great eye for detail and is always willing to learn and take on new challenges in his role in administration support. We rely heavily on Dan and we thank him for his generous allocation of time and effort.

Ben Leslie was our Community Development student placement for second semester 2012. He was here from Victoria University and he was not only a great help on the reception desk and with the Spring Fling, devising and coordinating a user survey, he was a delight to have around. He was cheerful, helpful and creative.

We also thank *Val Kozlowski*, who volunteers in the Community Development Program. She steps in when the coordinator is unable to be there, and is always good natured and cheerful. She is a great help to us. She remembers the First Aid kit when some forget and often brings yummy treats for us to eat on our bus trips.

Meghan Fitzgerald ART volunteer and support of our creative arts program goes back a while. She has worked with three tutors in the delivery of the children's art skills programs and she keeps coming back for more. Her care of the children is not limited to the activity but includes providing nutritious and fun after school snacks.

Supreet Bhatia was our Community Development student placement for first semester 2013. She was here from Victoria University and took a particular interest in our health program.

The 2012-13 **Administration Volunteers** were equally wonderful and we thank:

Lili Andrews

Maria Angelica

Andrea Cantisani

Edgard Herrera – FuentesAngelika Spitz

GHP Volunteer Tutors

Laurence	Angwin	Tess	Mahony
Kaylene	Barr	Isabel	McGann
Alice	Barry	Alexandra	Michell
Pauline	Bidwell	Suad	Mohamed Abdirahman
Elizabeth	Bowman	Sharona	Nagalingum
Tamika	Brown	Vivian	Nash-Michell
Sharon	Chua	Noah	Riseman
Kylie	Dolan	Jane	Thomson
Kylie	Greig	Dan	Tuturas
Hao	Guan	Sue	Wedd
Patricia	Harwood	Shuee	Wee
Karl	Hessian	Laura	Williams
Katrina	Kincade-Sharkey	Daniel	Wong
Hiu Ping	Kwan	Lifang	Wu
Fiona	Lo	Alex	Zammit
Alice	MacRae	Tina	Zhou

The ***North and West Melbourne News Collective*** is a wholly volunteer activity and we have one of the best community newspaper teams around. Our thanks go to each and every one of them.

Antonella	Aucello	Phoebe	LaGerche-Wijsman
Lakshmi	Balakrishnan	Margaret	Langdon
Melitza	Banach-Wightman	Jennifer	Leslie

Clementine	Bendle-Thompson	Helen	Lew Ton
Franz	Calvez	Kok Fai	Loke
Maurice	Gaul	Suzie	Luddon
Jennifer	Choat	Ava	Macmaster
Janet	Graham	Megan	McCormick
Sarah	Harkin	Michael	Roche
Rene	Heeps	John	Smith
Chantelle	Heldt	Clare	Tranter
Steve	Jasper	Jim	Weatherill
Katrina	Kincade-Sharkey		

News Distributors

Laurence	Angwin	Sally	Hearn
Verena	Augusti	Jan	Lacey
Ann	Brady	Helen Lew	Ton
Frederick	Brady	Pat	Lightfoot
James	Brady	Miriam	McAffrie
Nick	Capriolo	Kathleen	McPherson
Margaret	Carlton	Richard	Marchant
Bill	Cook	Helen	Michell
Jenny	Cook	Nancy	Nankervis
Brendan	Ferrari	Kaye	Oddie
Carolyn	Fyfe	Kay	Oke
Alba	Gatto	Rob	Oke
Agnes	Girdwood	Robyn	Phelan
Janet	Graham	Eiko	Sakaguchi
Chris	Gregoriou	Madeleine	Scully
Graeme	Harper	Jocelyn	Sellers
Heather	Harper	Rosalynd	Smith
Denys	Harraway	Gabby	Stannus
Nancye	Hawkins	Beth	Stevenson
Michael	Hearn	Rosemary	Tonkin

FRIENDSHIPS, PARTNERSHIPS AND MEMBERSHIPS

Organisations that used our facilities and not included in the report above are:

- Angelika Splitz Yoga
- Wild@hART
- Dohertys Owners Corporation Specialists

- North Melbourne Legal Service – No fee was charged
- North & West Melbourne Precinct Association (Savi Van) – No fee was charged

CITY LLEN

Frances McMillan and the senior Global Homework Program students who acted as

wait staff/venue managers and helped with a forum for parents who have aspirations for their children but need support, guidance and information about how to help their kids succeed.

It was a joint project with The Library, Capital City Local Learning and Employment Network and The Centre.

The forum ran at the North Melbourne Community Centre in Buncle Street in August 2013.

There were short presentations and then opportunities for parents to consult with those involved (Universities, libraries, schools, The Centre etc.). Frances made a short presentation about the Global Homework Program and courses available at The Centre and how to access them.

Errol's Angels Community Choir

A highlight before Christmas last year was the carol singing in Errol Street. In conjunction with Errol's Angels we had Christmas Carols. It was a great success. We sang outside Errol's, the IGA and Rubicon. Many of the local residents joined in and we will do it again this year.



During the year we also commenced discussions with the Choir with a view to their re incorporation into The Centre.

Australian Legion of Ex Servicemen and Women – North Melbourne



The Centre has renewed its relationship with the Legion who have generously allowed us to hire their facility for several of our activities. We are hopeful of developing a more active partnership with them in the coming year.

On ANZAC Day 2013 members of our Management Committee joined with the Legion to commemorate the service and sacrifice of

Australian men and women in war and conflict.

Partnership: Port Melbourne Neighbourhood House

Over the 2012-13 period the Director maintained his support and work with the Port Melbourne Neighbourhood House through his membership of their board of management and as a co facilitator of their accredited volunteer training program. The participants in that program visited The Centre as part of their learning experience.

Benefits to The Centre

- Networking for the administrative staff and volunteers
- Shared resources

Partnership: Inner Northern Cluster - INC

Back in 2009 The Centre signed a Memorandum of Understanding with five other neighbourhood houses and Learn Local providers:

- Wingate Avenue Community Centre
- Kensington Neighbourhood House
- Carlton Neighbourhood Learning Centre
- Farnham Street Neighbourhood House and Learning Centre and
- North Melbourne Language and Literacy

Benefits arising from this partnership this year include

- shared curriculum and other resources
- business mentoring
- marketing
- training needs analysis
- further education support
- administrative networking
- successful joint funding applications

Partnership: MBG Education Pty Ltd

The Centre has an agreement with the registered training organisation MBG Education to deliver the following accredited programs:

- Certificate III in Education Support (for the training of Teachers' Aides)
- Certificate IV in Frontline Management (a first level leadership and management program)
- Certificate IV in Training and Assessment (the required minimum licence for enterprise and tertiary trainers and assessors)

Benefits are

- diversified income
- promotional opportunities
- wider community development and engagement

Professional Networks

The Centre is a member of the following networks:

- Network West: Network West is a network for the 49 neighborhood houses and community centres in the western metropolitan region of Melbourne.
- VCOSS: The Victorian Council of Social Service
- NAC: North Melbourne Agency Collective
- ANHLC: Association of Neighbourhood Houses and Learning Centres
- Jobs Australia
- HAG: Homeless Action Group
- North & West Melbourne Association: works towards a better community: ensuring strategic and statutory planning meet local goals, protecting heritage buildings and streetscapes, improving parks, gardens, open spaces and the environment, improving community facilities, taking up social issues and protecting the local area from through commuter and truck traffic.
- Community Newspaper Association of Victoria

Memberships

Though The Centre was a founding member of the North and West Melbourne Precinct Association our application to renew our membership in 2012-13 was declined.

Disclaimer

Every effort has been made to ensure that the information provided in this Annual Report and any material available from it is accurate. However, under no circumstances, including, but not limited to, negligence, shall The Centre be liable for any special, incidental or consequential damages that result from the use of, or the inability to use, the materials in this report. Nor does The Centre make any representations regarding the opinions or the information provided in this report and any material available from it in terms of its correctness, accuracy, reliability, or otherwise. Please accept our sincere apologies if we have omitted your name or an activity which you feel should have been included. The report represents a snapshot of a point in time only.

