

# AGM REPORT 2015



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# Dandenong Neighbourhood House Inc

Located in the heart of the City of Greater Dandenong Dandenong Neighbourhood House is easy to access and the staff are happy to make time to spend with everyone who walks through the door. There is a strong commitment to community development and direct service provision in this area, which enables access to many partners and relevant/up-to-date information on local needs.

We are a vigorous and purposeful organisation that has managed to recruit some of the most inspiring and dedicated staff, who help to attract a wide range of local residents to be involved in the services offered.

Services offered by Dandenong Neighbourhood House (The House) are constantly evolving and changing to ensure we meet the needs of our community and provide support where gaps are identified.

The intention as a community development organisation, is to work closely with our community whilst maintaining a social justice perspective to address such things as disadvantage, empowerment, needs, and rights.

A very important aspect of what we do is “Partnership Program” – that is, we work with other organisations or groups who have similar aims in meeting the needs of our client group or group of service users.

## **OUR MISSION**

By 2018 form an inclusive community that supports people to make positive changes to their lives.

## **OUR VISION**

Improve people’s lives through community engagement and lifelong learning opportunities.

## **OUR VALUES**

Dandenong Neighbourhood House Incorporated is committed to providing client focussed services and programs that are of the highest standard possible within available resources.

Our services and programs will aim to achieve client empowerment, the development of skills for employment or just to improve their skills.

# Our People

Board Of Management	Staff	Trainers
 <p>Kathleen West Chairperson</p>	 <p>Robyn Coslovich Manager</p>	 <p>Ali Aziz</p>
 <p>Rossina Lim Treasurer</p>	 <p>Susan Paisley Finance Officer</p>	 <p>Rob Cameron</p>
 <p>Michelle Smith Secretary</p>	 <p>Maria Cima Administration Support</p>	 <p>Maria Cima</p>
 <p>Sandra Ainsworth</p>	 <p>Asha Joseph Administration Support</p>	 <p>Robyn Egerton</p>
 <p>Marcus Barber</p>	 <p>Sarah Lannin Administration Support</p>	 <p>Ayush Gupta</p>
 <p>Garry Porter</p>		 <p>Robyn Hill</p>
<p><b>Retired:</b> Jan Davis Wayne Foster-Johnson</p>		 <p>Sarita Kulkarni</p>
		 <p>Arun Kumanrasamy</p>
		 <p>Diana Lambropoulos</p>
		 <p>Rabia Nadir</p>
		 <p>Sharon Ramsay</p>
		<p>David Butler, Donna Mark</p>

# Highlights 2015

## Capacity

Dandenong Neighbourhood House is an independent, not-for-profit, community organisation, established in 1982.

We serve people in the City of Greater Dandenong local government area of Melbourne, though our programs are not restricted to residents of those areas. The House is a Learn Local organisation.

We are a hub of educational and cultural activities in the community and our learners are adults studying a variety of pre-accredited programs such as learning English as a second language, computing, vocational and employment skills programs.

Many learners make new friends and become part of the life of the House. Adults from a CALD background, with intellectual disabilities, young people who are at risk, returning to work and older people who live alone and newly arrived migrants and refugees participate in specific programs developed by the House to meet their particular needs.

## Governance

The Centre is owned and managed by the community under the leadership of a nine-member Board of Management, all of whom are volunteers.

The Board of Management plays an important role in the organisation as both leaders and decision-makers. The Board of Management is the group of people who are held accountable for the activities of the organisation. It is the ultimate decision-making forum.

## Service

Dandenong Neighbourhood House delivered 5168 hours of service during 2014/2015.

## Staff

6 part time, and 18 trainers worked at the House during 2014/2015

## Volunteers

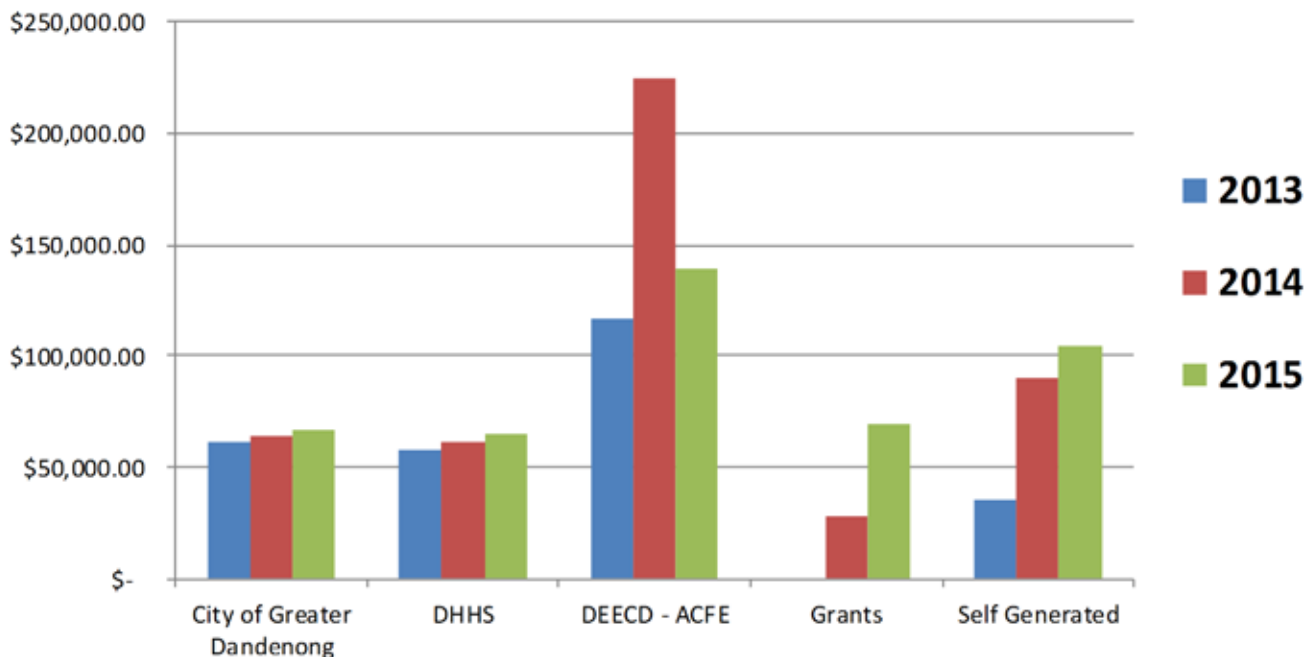
There were 35 volunteers in the House's workforce in 2013/2014.

## Thank You

Dandenong Neighbourhood House acknowledges the support we receive from the community as well as from businesses and service organisations in the area.

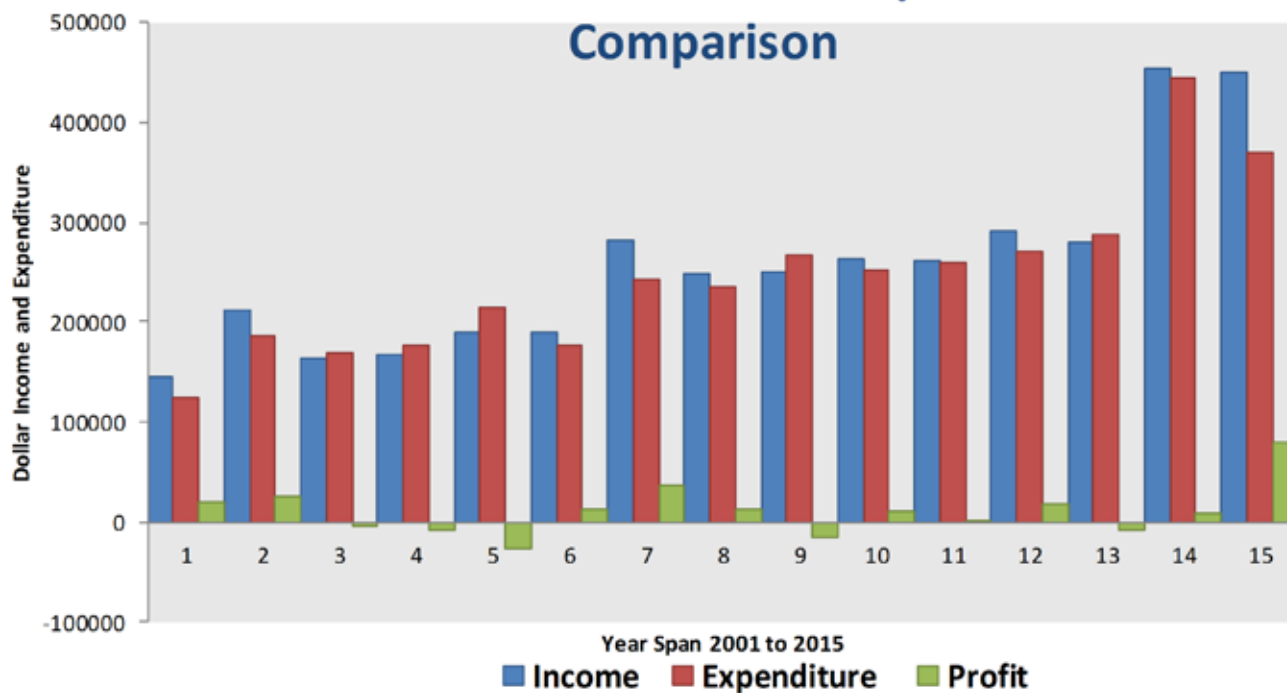
We are supported by financial assistance from the Victorian and Australian Governments and City of Greater Dandenong.

# Funding



# Historical Data

## Year to Year Income and Expenditure Comparison





# Recognition

## Learn Local Awards

### Finalist - AMES Diversity Section

Dandenong Neighbourhood House was recently a finalist in the Learn Local Awards in the category of AMES Diversity Innovation Award. It recognises the commitment of a Learn Local organisation that provides culturally inclusive training opportunities for learners from Culturally and Linguistically Diverse (CALD) backgrounds.

The Award category highlights a pre-accredited or foundation program that provides an appropriate framework for CALD learners to achieve their learning goals, such as further education and training, employment or increased engagement with their community.

The House has developed a range of programs that were aimed at helping CALD learners to develop their English language skills. Through programs such as Everyday English and Workplace English, we have brought learners together to foster cross-cultural understanding and respect. Fifty per cent of learners are newly arrived migrants or refugees and our training sessions are the only opportunity they have to practise their English skills each week.

We also run a series of bridging visa/asylum seeker programs in order to increase life opportunities for people through the development of self help and mutual support activities; social interaction and participation. Activities held are commercial cookery and woodwork workshops.



## Department of Justice and Regulation

### Community Works Partnership Awards

The Community Work Partnership Awards celebrates the diverse partnerships that Corrections Victoria has with the Victorian community. Such work involves prisoners and offenders working for a broad range of not-for-profit agencies across the state to pay back the community.

The 58 nominations judged this year represented those particularly selected by regions for their innovation and excellence, but constitute only a small proportion of the wide range of community partnerships which are in place right across Victoria.

The awards are held annually at the Melbourne Cricket Ground. Our nomination category was for Educational Institutions/Educational programs. We achieved the 'runner's up' Award.

This award recognises partnerships that facilitate programs between a school or other educational institution or Registered Training Organisation and Corrections Victoria, or program providers, agencies or individuals who positively contribute to the development of skills and awareness of offenders and prisoners.

### Dandenong Neighbourhood House

In partnership with the South East Metropolitan Region (SEMR) Community Work Team, Dandenong Neighbourhood House delivers a series of educational programs to provide offenders with accredited training opportunities which can lead to further accreditation courses and employment opportunities.

Dandenong Neighbourhood House funds the majority of the programs along with a 3 year grant from the RE Ross Trust. DNH is a registered 'Learn Local' organisation.

Some of the programs include: English for All – a program for Culturally and Linguistically Diverse (CALD) male offenders to overcome language barriers; Creative Connections Mosaic Program – a program for female offenders that allows for self expression of their work; Landscape Connections – a garden beautification project for male offenders; and Mums 'n' Bubs Connections – which sees female offenders making quilts for premature babies in pre natal units.

In the last financial year, offenders from the SEMR completed 2,090 hours of unpaid community work through the accredited programs.

Discussions are currently underway to plan further innovative educational programs.

*"The fact that 11 offenders enrolled to completed educational training programs is a testament to the program's worth."*

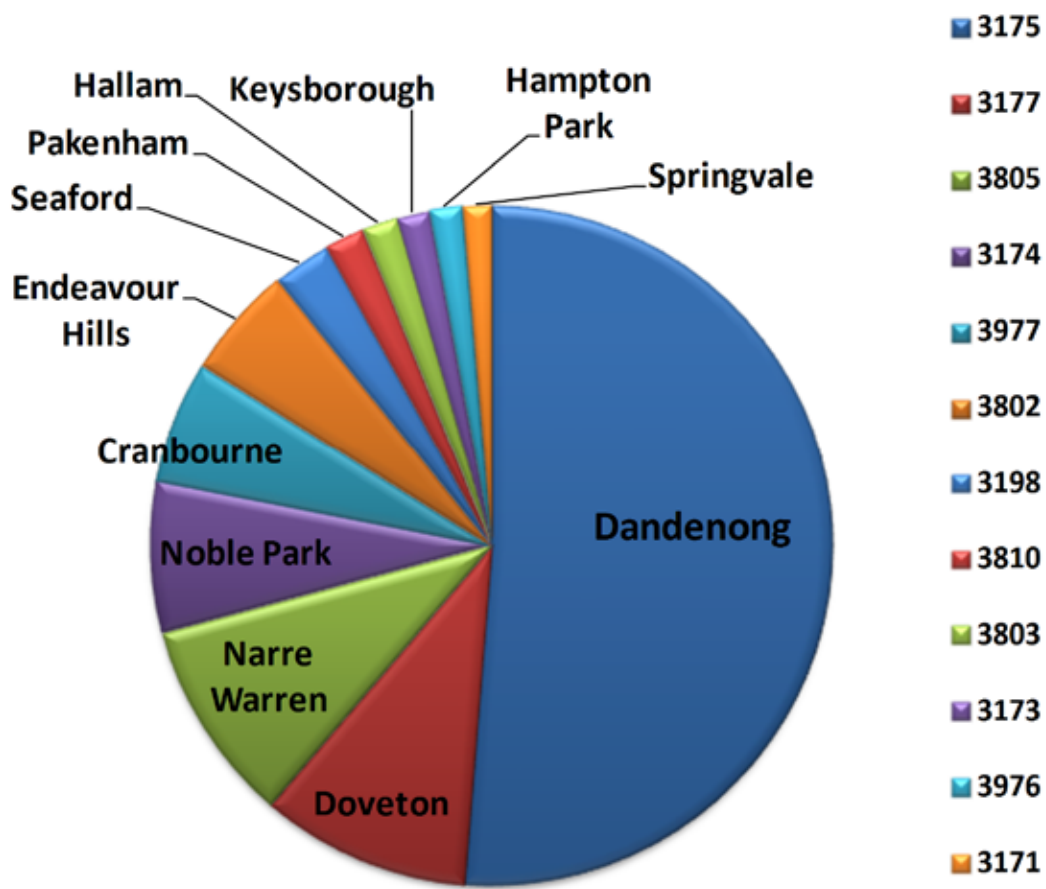
Glen Fairweather, Executive Director, Prison Fellowship Australia (CWPA 2014 Judge)





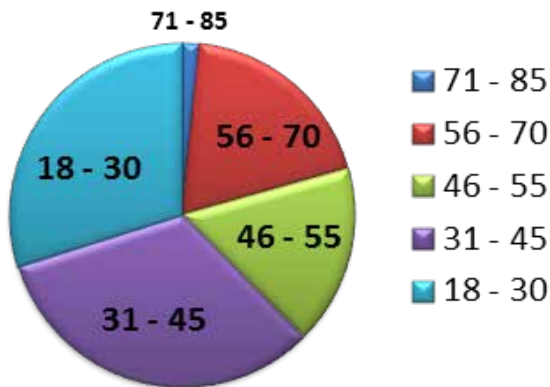
# Demographics

## Enrolments by Postcode 2015

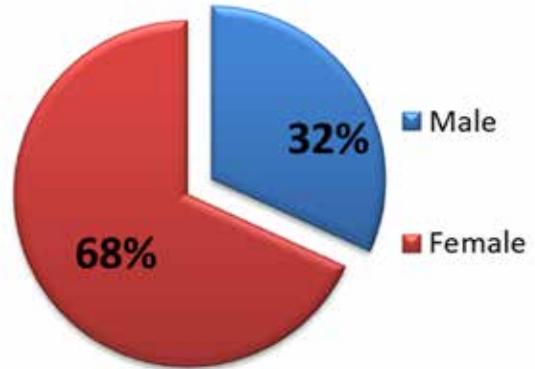


# Client demographics 2015

### Clients by Age Range

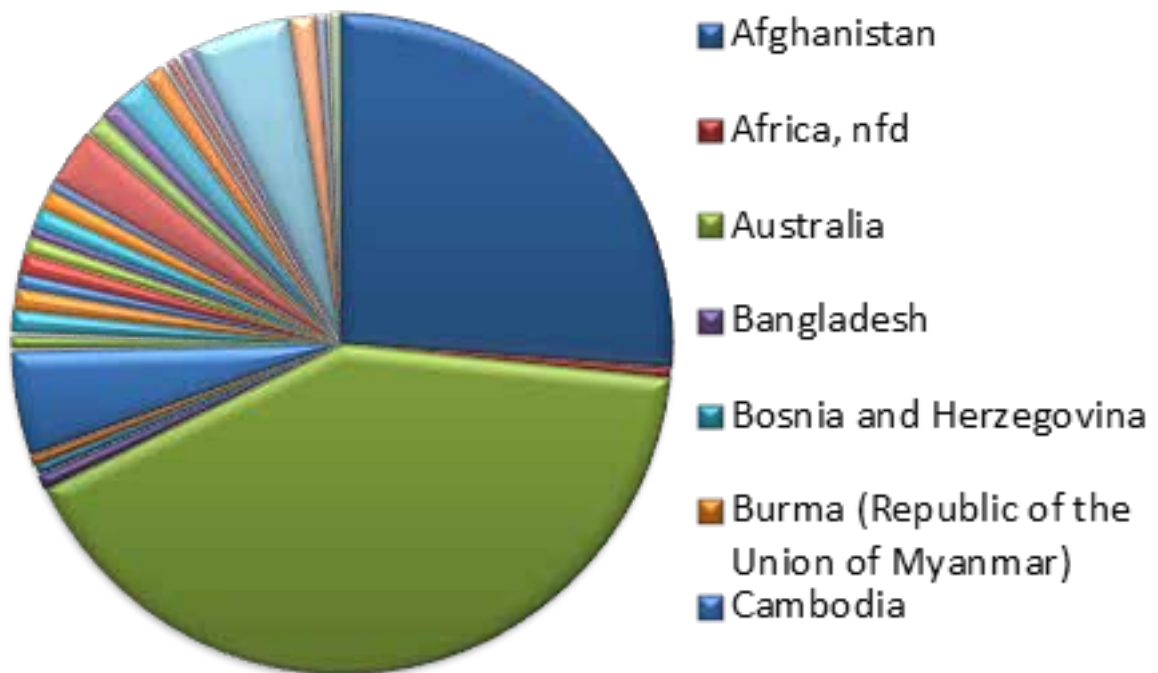


### Clients by Gender



# Clients by Country of Birth 2015

### Clients by Country of Birth





# Minutes from last AGM

## Dandenong Neighbourhood House Annual General Meeting

**Date:** Tuesday 28th October 2014  
**Time:** 5.30pm  
**Venue:** Dandenong Neighbourhood House  
**Chair:** Michelle Blyth  
**Minutes:** Susan Paisley

**Attendees:** Susan Paisley (staff), Jan Davis, Garry Porter, Mario Cima, Denis Minogue (consultant), Sandra Ainsworth, Kathleen West, Jinny McGrath (DCAB), Michelle Smith, Michelle Blyth, Sarita Kulkarni (tutor), Ali Aziz (tutor), Eric Palai, Gabrielle Williams, Maria Cima (staff), Robyn Coslovich (staff), Trish Keilty

**Apologies:** Cr. Mathew Kirwen (CoGD), Sandra George (Dandenong Chamber of Commerce), Leanne Malcolm (CoGD), Josie Brown, Hon John Pandazopoulos M.P., Terry Paxino (Chisholm TAFE)

### 1. Welcome

Michelle Blyth on behalf of the Chairperson, Trish Keilty, welcomed everyone to the 2014 AGM.

### 2. Confirmation of Minutes of AGM 22th October 2013

Moved: Mario Cima  
Seconded: Jan Davis  
Carried by all

### 3. Business Arising from Minutes

There was no business arising from the Minutes of 2013 AGM

### 4. Reports: (As tabled in the Annual Report 2014)

4.1 Treasurer: In Josie Brown's absence – Michelle Blyth noted the incredible growth of the organisation over the previous twelve months. Vice Chairperson congratulated the Manager on the achievements of the House during this period.

4.2 All remaining reports were noted.

Moved: Garry Porter  
Seconded: Jan Davis  
Carried by all

### 5. Lifetime Membership Nominations

No nominations have been received.

### 6. Presentation and Acceptance of New Constitution

Mario Cima gave a brief overview of the proposed changes to the Dandenong Neighbourhood House Constitution. The model rules form the basis of the new Constitution with some sections being updated to suit the circumstances of the House.

### 7. Appointment of Auditor

Lynne Russon was appointed as Auditor for the next financial year.  
Moved: Jan Davis  
Seconded: Garry Porter  
Carried by all

### 8. Election of Board Members

Michelle Blyth vacated the Chair and Denis Minogue conducted the election of Board Members. Denis Minogue clarified the terms of the election in relation to changes made to new Constitution. In line with the new Constitution Jan Davis and Garry Porter were due to step down from the Board, having served on the Board for a period of more than 3 years, however as the nominations equalled the vacancies all those nominated were duly elected for a period of three years.

New Board will elect Executive Committee at first Board Meeting after Annual General Meeting.

Michelle Blyth resumed the Chair and thanked Josie Brown (previous Treasurer) for her efforts over the past twelve months.

The meeting closed at 5.55pm.



# Chairperson's Report

I would like to thank our staff, board members, volunteers, clients and especially our funders for their individual and collective contributions to the success of DNH over the last twelve months. Notwithstanding, none of the services we provide to the community would be possible without the very generous support given to the House by the City of Greater Dandenong Council.



I would also like to acknowledge the dedication and commitment of our Manager, Robyn Coslovich. Robyn has worked hard throughout the year, and has not only continued to maintain our funding, but has been successful in achieving a number of additional grants. The grants we were successful in tendering for have enabled the House to increase classes and provide specific projects, such as Healthy Living Program Brokerage Funding to run Community Kitchens, ACFE LLN Flagship Project to develop LLN training opportunities with local businesses, ACFE Family Learning Partnership to develop and strengthen partnerships with schools to work with the whole family, Strengthening Men's Sheds to refurbish and extend our Men's Shed and RE Ross Trust to expand our Department of Justice and Regulation programs. Robyn, along with her dedicated team, manage all our Learn Local Programs which have performed exceedingly well this year, with staff being shared across a number of Learn Locals, delivering a total 28,000 SCHs across the financial year. All programs have been full. There is also an increasing interest in computer classes, ESL and basic Literacy and Numeracy.

With the assistance of Denis Minogue (Consultant) and many hours of input from Board members, we completed and implemented our Strategic Plan, which runs through to 2018. Following on from the Strategic Plan, and after a great deal of discussion, we have made what we believe are positive changes to our Constitution. These will be presented to the AGM for approval and ratification.

Our aim as an organisation is to service the Greater Dandenong community by providing lifelong learning opportunities. Our overriding objective is to help create an inclusive community, which supports individuals make positive changes to their lives. The main way we do this, is by providing learning opportunities that are inclusive of our CALD (Culturally and Linguistically Diverse) community. Programs are about meeting the needs of our learners, and as different groups come to us to discuss their needs programs are designed and developed to meet these needs. Programs range from Beyond Basic Computer Skills to Introduction to Furniture Making with some being specifically tailored to skill-up our learners and assist them get back into the workforce.

During the last six months, we have worked extensively with Council (CGD) looking at opportunities for extra space. Council has very generously offered the DNH office space within its old Council Chambers in Clow Street, Dandenong. We have been delighted to accept this extra space, which will provide DNH with a greater physical presence in the community as well as open up opportunities to extend classes and create new classes relevant to community needs.

We have been very fortunate to gain the services of Ross Lim as Treasurer who has made many significant and positive changes to our accounting procedures and disciplines. In fact, much of the Board's energy this year has been directed at improving our overall business management, which will enable us in future years, to expand the breadth and quality of our services more easily.

It has been a privilege to serve as Chairperson of the DNH Board of Management and on behalf of the Board, Staff and Volunteers, we all look forward to another busy year serving you, the community.

**Kathleen West**  
Chair,  
Board of Management



# Treasurer's Report

Dandenong Neighbourhood House has experienced another year of solid growth to strengthen its financial position. This is in line with DNH's goal of achieving long term financial sustainability.

In 2015, we generated a surplus of approximately \$80,000, as compared to \$8,000 in the prior year. We were able to achieve this by maintaining our revenue at \$450,000 and concurrently decreasing our expenditure by approximately \$90,000. This saving was achieved by running training programs in a more efficient and effective manner, constantly seeking to deliver value back to our community.

DNH's balance sheet represents a very strong position in the form of liquidity and financial leverage. Cash at bank has increased from \$152,000 in 2014 to \$230,000 (after netting off any grant we received in advance) in 2015. DNH's net worth totalled \$182,000 at 30 June 2015, an increase on 2014 of \$80,000 or 78% per cent.

Looking to the year ahead, total revenue in 2015/16 is projected to grow by 22 per cent to \$550,000 as a result of further expansion to existing programs.

We would like to thank all DNH stakeholders for their continued commitment to the organisation. With the strong support of our funders, donors, business supporters, staff and volunteers, DNH seeks to continuously deliver excellent services and develop program initiatives to increase opportunities for our clients.

**Rossina Lim**  
Treasurer



## A Learner's Story

*Jim started in the hospitality program just by pure accident. He was in my class last year as he missed his bus, which as it turned out was a good thing in the end. Jim's response to me with everything was "no thanks Sharon"! Jim can you please come and help with cooking "NO THANKS SHARON" or Thank you for asking but No thanks!! I watched Jim for weeks and noticed he ate colour by colour, so with cooking your mixing everything together and it was causing a bit of discomfort for him.*

*So I started to bring in boxes of smarties and rainbow lollies. He sat happily separating colours into containers for our class and he was happy as he was contributing to the class and soon the no thanks Sharon became "Jim help Sharon". Taking meals out to the others he would say no and his hands would go up his sleeve. I started giving him a t-towel with the plate to take out to the other learners and we were getting somewhere.*

*Then in class he was helping with the dishes, as long as I gave him a fresh clean-ironed tea-towel after every few items he was drying -- it was working. Even though I was washing 15 tea-towels after class it didn't matter. In the last few classes in Term 2 2014 I was starting to get Jim to mix colours instead of separating colours, we were adding food colouring to white butter cream and mixing it in and laughing and laughing. Jim's attention to detail is just perfect.*

*This term Jim has been doing dishes - washing them which is great as he didn't like touching other peoples plates, Jim loves cooking and cake decorating.*

# Manager's Report

The benefit of writing an annual report is that it allows time for reflection on what has been achieved throughout the year and what challenges Dandenong Neighbourhood House has faced. DNH is a vibrant and positive community organisation which is well supported by a great team of staff, trainers, volunteers and board members. Through our strategic plan, we approach our mission on a number of fronts – at the individual, organisational and community levels.

Individuals engage with DNH as staff, volunteers, learners, clients, and families – each having a different story. There are many examples of how individuals have benefited from DNH programs throughout this report.

As an organisation, work to being responsive to learners needs, we have revised and developed programs and our fantastic staff have maintained and developed their skills and knowledge, to deliver the best services to learners and anyone who uses the House.

At a community level, DNH has continued to develop and strengthen partnerships with other service providers. The maintenance of these relationships are important to ensure our future viability, ensure that activities, services and programs are not duplicated, enabling us to make referrals to other organisations, but most importantly to ensure our high quality of service is maintained.

As Neighbourhood Houses specialise in many activities and run with a small number of staff and volunteers, this puts a burden on the organisation that larger education and service providers don't face. This creates the need for us to work towards creating alternative income sources to make sure we survive.

Neighbourhood Houses also work with learner groups with complex needs who require more time and attention which often increases the time taken to achieve tasks. We pride ourselves on offering a friendly, welcoming and non-threatening environment for everyone to excel in.

The variety of programs offered at DNH continues to grow. We aim to be responsive to our community needs covering areas such skills for work and study, digital literacy, creative activities, health and wellbeing, cooking, gardening and of course our Community Shed offers everyone an opportunity to get involved.

I wish to thank the volunteer board members for their hard work and commitment. Thank you also to the dedicated staff members and trainers who provide a high level of service everyday. Special thanks are reserved for the wonderful volunteers at DNH. They work in the office, the garden, the kitchen, on the board. It is inspiring to see these people give their time to DNH and our local community.

**Robyn Coslovich**  
Manager



# Learning Pathways

## WORK SKILLS

### Introduction to Hospitality

**Sharon Ramsay**  
Wallara

Introduction to Hospitality is a taster program that introduces learners to the world of hospitality. There are many pathways that a learner can take when entering hospitality. Our programs aim to cover a range of different activities to introduce the learner to the industry. The program has been designed so it has core elements of basic kitchen/cookery skills incorporating different cooking tasks for learners to become competent with as well as Occupational Health and Safety, hygiene and food handling skills. While all learners have developed a range of skills they have also learnt about healthy food choices and ways to cooking healthy and nutritious meals for their families.



Over the past two years my cooking experience has been taken to another level that I thought would never be possible. It has changed my way of looking at food and cooking, it has opened up another aspect of cooking that was never there. Believe me, when I was first asked to take on this role I was so scared, my anxiety levels oh so high and I didn't believe in myself that I could do it. That was changed in such a way it does not matter who you are you can do anything, and I mean anything.

Not only have I been training them but every group has been training me as well. We learn together that following a recipe does not always work and learn not to get frustrated when something goes wrong we explode into laughter and laugh it off and boy do we laugh I am sure others in the building have heard us.



Some groups cook for a term and then hold a big lunch on the last day for their families and friends to come and enjoy what they have learnt in the last 9 weeks. Others cook items to share with people who are in the centre on the day. Everyone has learnt to cook a range of recipes and reading the ingredients out or by the pictures and cooking them from scratch and substituting items that we don't have, for eg if we did not have eggs one week we would use puree fruit. Sharing of recipes has also been a great way to understand the cooking of different nationalities.

I like to get to know each and every one in my classes and learn their likes, dislikes, what they wanted to cook, what they love doing. If we can get some time we would like to put together a recipe book as we go along and would love to make them into a cookbook for all and to make it into a fundraiser if that's possible.

The food the groups have cooked during this time has been enjoyed and shared with everyone. Food is certainly a universal language for all.

## Introduction to Massage Therapy

### Diana Lambropoulos

During our colder months there is nothing cosier than all things hot to keep warm. Hot soups, hot water bottles, hot cocoa and hot stone massage!

The wonderful technique of hot stone massage mixes traditional massage strokes with the added benefit of heat. The heat from the stones allows the muscles to relax quicker and promote more efficient circulation. This brings about a more balanced and peaceful sense of wellbeing.



The learners at Wallara are experiencing these outcomes both as a client and a learner massage therapist. It is possibly the only learning environment where falling asleep is not only tolerated but rather encouraged!

The learners have shown an excellent ability to add to their previous massage skills. They have taken the strokes of a relaxation massage and built on them by adding in the hot stones. By the end of the course they will be able to perform a full body hot stone massage, including the scalp and face.

They will also understand and be able to perform appropriate massage towel draping and all the health and safety criteria.

What has been enjoyable to see is how encouraging toward each other the learners are. Feedback from client to therapist and visa versa is vital during a massage. The learners have embraced this and are often providing each other with supportive feedback.

During the class we also practice deep breathing and enjoy a short guided meditation. These simple relaxation tools have proven to be valuable in learners being able to relax and focus during class. Many have taken these concepts and others and are adopting them in other areas of their lives.

These include deep breathing in stressful situations, belly massage for anxiety, head massage for tension headaches, muscle stretching to relax the body and using essential oils to create a relaxed space.

Part of any massage therapists practice is to participate in looking after their own body. I'm so proud that the learners have not only recognised this need but are also putting it into practice. Many friends and family have also benefited from what the learners have learnt. I am often informed of the willing 'guinea pigs' at home!

It has been wonderful to support the learners through this process and to witness their confidence and technique reach new levels.





## Introduction to Landscaping in a Community Garden

### Ayush Gupta

Every Tuesday between 9.30 and 2.30 behind the Dandenong Neighbourhood House, a diverse group of fellows currently undertaking mandatory community service come to the garden to learn about landscaping and learn new skills, whilst giving back to their community in a meaningful way. The garden serves as a safe space for them to smooth out their rough edges and transition back into regular society. As new group members arrive, we find out their strengths, interests, aspirations and align them with a task or project of their choosing that will contribute toward the launch of the community garden.



With the start of the new term, together with the group we created a rough design for a rejuvenated community garden that would be able to grow diverse fresh organic produce for the DNH and local community kitchens. We are interested in experimenting with emerging technologies such as aquaponics and vertical gardening, using the principles of permaculture and agroforestry so as to create a learning environment that is engaging and relevant for visitors and future gardeners. Above are some of our regulars, Matty (project lead for aquaponics), Kez with our unofficial mascot (builder of vertical gardens from reclaimed pallets), Chomnarith (an aspiring graphic designer creating a mural) and Daniel (preparing the community launch). There are of course many others who pass through, give us a hand or impart some of their knowledge to the group which has also contributes toward our social objectives.

We are currently in the process of undertaking a site assessment and organising the first community garden meeting to gauge interest from the wider community between the 27th September and 11th October (during next term break). If you or anyone you know might be interested and would like to be involved in our first working group just send a quick email saying Hello along with your garden aspirations to Ayush at [ayush@sparethoughts.org](mailto:ayush@sparethoughts.org) and we will make sure to keep you in the loop!

It has been wonderful to support the learners through this process and to witness their confidence and technique reach new levels.





### Advanced Literacy : (Wednesday: 9.30- 12.00)

A core group of seven learners continued to attend the class, this year as well. They can speak quite well in English and wish to remain in this group mainly to improve their Reading, Writing, Spelling and Grammar. An Australian learner who is on work cover is just beginning to improve his spelling and is now able to write a few grammatically correct sentences.

To inspire the learners to create short descriptive verses, they were requested to write down their thoughts and feelings about a bright, sunny morning; close to Spring. Liz whose aspiration is to become a great writer says she gets a mental block when she attempts to write at length.

#### Here is the verse written in class by Liz:

*"Driving to school, planning to learn, writing new words  
to describe the dawn, of a newborn day.  
Spring is coming, shining so bright, promising something  
wonderful to inspire".*

The new learners who have joined the group this year have to improve their oracy skills as well. An interesting fact is that a Spanish speaking learners already studying a Certificate IV in Disability studies has enrolled in this course as she has to improve her speaking skills in English. A software engineer from Sri Lanka requires to improve his pronunciation and conversation skills and is happy to be with us as there is greater interaction within a small group.

The lesson themes for this year have been 'Buried in Paper': the value and function of trees in purifying the environment, The Anzac Centenary and Winter in Australia. We had a 'supernatural' experience during the period we were learning about the ANZAC centenary, when we read the historical legend of John Simpson Kirkpatrick and realized that we were reading it in class on the 19th of May; exactly hundred years to the day, since he died in battle at Anzac Cove, in 1915!

The learner's visited the Dandenong Library to view the ANZAC displays, inspired by the history of the ANZAC battles, Sumanda composed a poem entitled: "ANZACS and War".

#### Following is an extract from her poem:

*"The blood you shed and the pain you felt  
Far away in a strange land at Anzac Cove,  
You fought for us, to save this land  
I mourn for you now, tomorrow and forever  
will pray that a little white dove  
would enter this war torn world  
with a peace note in its tiny beak. " - Sumanda.*

Two of our learner participated in the International Dress Parade held at the Harmony Square. We also enjoyed an excursion to the Emerald Lake Park with other learners from the Language and Literacy cluster.

### A Learner's Thoughts

*Sandra who enrolled in the Advanced Literacy class this year to improve her communication skills in English completed a Certificate IV course in Disability studies at a another vocational study centre. As she wished to gain some experience assisting learners with special needs, she found a pathway to volunteer within the house itself by helping learners in the Life Skills class on a Friday morning.*



*Meanwhile she was experiencing difficulties in obtaining a suitable placement for her certificate course in disability studies that would satisfy her supervisor. The Manager of DNH-Robyn agreed to accept her as a learner on placement and she is now completing her placement hours with various special needs groups run by the Dandenong Neighbourhood House.*

*Sandra is from Columbia and she participated in the International Dress parade held at the Harmony Square in celebration of Cultural Diversity. Dressed in a traditional costume she danced the 'La Polera Colora'; an unforgettable experience for her as well as those who enjoyed the music and the colourful performance.*

Thank you.

## Everyday English at Dandenong Primary School

### Robyn Hill

The Every Day English class runs on Wednesday and Thursday Mornings at Dandenong Primary School. The class is available to parents of the school to learn and practice their English and help prepare learners for a number of practical and social situations. Learners are taught new words and expressions, as well as the correct grammar to make sentences and questions of all types when speaking. We use lots of practice dialogues and conversation activities to build confidence and fluency in spoken English.

The class has been running for about 2 years now and is well established at Dandenong Primary School. The school staff and very supportive of the class and enthusiastic about the help it is giving their parents. The office admin staff have commented that they have noticed that the parents who have been attending the class have greater confidence now when speaking English.

At the beginning of Term 2, 2015 we also started, in partnership with the school, a basic computer class for parents at the school. Some of the learners are already attending the English class and some are just coming to the computer class only. We found that the learners already have basic computer skills and can already use the internet and email, and most use their phones for these tasks. So in the computer class we have concentrated on using Microsoft Office. ie. Creating documents in Microsoft word, including resume, attaching documents to emails, basic Excel, creating Powerpoint presentations and managing files and folders. The course currently has funding to run for Term 2. If further funding can be secured, it will also run in terms 3 and 4.

### A Learner's Story

*Latifah is from Afghanistan and didn't have a formal education in her home country. She came to Australia some years ago and started at AMES to learn English from the beginner level.*

*Over time her speaking level has improved but writing and reading English is still not easy for her. She attended the Everyday English class at Dandenong Primary School for all of 2014 and the first half of 2015. Her priorities in class were to improve her reading and writing so she could go on to study Certificate III in Children's Services in order to work as a Family Day Care Provider.*

*She also wanted help studying for her Australian Citizenship test so we worked on that in the class, helping her interpret the questions on the practice tests. Since Latifah finished coming to the Everyday English class, she has obtained her Australian Citizenship and is now studying at Chisholm TAFE.*



# Hazara Womens's Friendship Network

## Everyday English

Rabia Nadir

The program AHWFN (Australian Hazara Women's Friendship Network) ESL group was established in the year 2013. The group initially comprised of a few ladies, but then started growing as the women of the community started realizing the importance of learning English. They have been isolated due to the lack of communication from outside world with the language barrier. The aim of the program initially was to establish an understanding of settlement system in Australia but later on the demand of learning to read and write and then speak increased. Realising the need,



I started creating simple worksheets which could enable them to read and write and understand really simple and basic things. Women who have not been able to read and write in their own language started reading and writing in English. Most of these ladies cannot even write their names in their own language but now can fill out a simple form in English. They can make grammatically correct sentence and can read and understand what they write and say. The process of learning indeed is slow but progressive.

To me as a trainer their progress and achievements are countless as I was the one who witnessed their initial stage of learning and I am the only one who can witness that progress by seeing them starting from learning Alphabets to filling out a form and to making sentences and reading out a paragraph. From being irregular and unpunctual to being regular, punctual and organized. From being unable to read the bus number to being able to find their own bus route. These are little things that a trainer can call achievements and progress.

As well as these achievements, the group has been rewarded with the Australia Day Leadership Award. As a trainer I do feel rewarded, but I will not say I am satisfied as I want and expect more from me, and I want to work harder to enable the women of my community to get rid of all those everyday problems which they are facing due to the lack of language and literacy.







## Conversational English Level 2

### Robyn Egerton

I have been training this class for four years and over that time I've seen many changes. I have witnessed the learners grow in both their use of the English language and within their own personal lives. Learners in adult education classes tend to come and go due to the responsibilities and commitments of work and family; however some of the original learners have remained throughout, eager to learn and improve their English.



The class is made up of a broad range of cultures, all of whom are a delight to train. Within the class there is a wonderful sense of joy, harmony and mutual respect between the learners who willingly accept and assist one another. Newcomers quickly feel at home in the class which encourages them to have a go and take risks without fear of failure.

In the class we cover a full range of the four learning skills of reading, writing, listening and speaking. As everyone has differing levels of acquisition and learning needs, we vary the activities to accommodate and meet everyone's needs. We also include spelling in learning as this can be a difficult skill to attain.

## Advanced English Level 3

This class was started to accommodate learners who required an advanced level of English language learning. The class began in term 1 this year, and has been very successful with around 8-10 learners in attendance.

A class of this size ensures each learner gets the opportunity to speak, ask questions and participate in a variety of activities. The activities are varied to expose the learners to a wide range of learning contexts; we practice pronunciation, tone and expression in hands on activities such as role plays; reading, writing and comprehension activities; speaking and listening activities that include problem-solving and critical thinking; and grammar activities that tie all the four skills together.

This class has provided the space and opportunity to create a unique learning forum which is evolving and growing as we work and learn together.

## A Learner's Story



*Hi, my name is Nary. I came from Cambodia to Australia in 1990. When I first arrived in Australia, I had to face many hardships because I didn't have a job, and I couldn't speak, read or write English.*

*The first thing I did was to learn English at Dandenong AMES, and then I also went to Dandenong Chisholm Institute for further study. During the period of my studying English, I also learned how to drive a car on the weekends.*

*After I finished my study, and I got my driving license, I immediately began to look for work. My first job was as a packer for many years, after that I got another job as a shop assistant, and then unfortunately, my mum fell ill with a serious illness. So I stopped working and became her Carer. When I was a child, my mum worked very hard to look after me, and now it's my turn to do the same for her.*

*A few years later when my mum recovered from her sickness, I decided to go back to school to improve my English at Dandenong Neighbourhood House. Since I have been studying English there, my English skills in speaking, listening, reading, and writing have improved, because I have a wonderful trainer. She explains the difficult parts until I really understand them.*

*I studied hard, and I also undertook a volunteer training course a few years ago at Springvale Literacy Centre. After that I became a volunteer tutor at Dandenong Neighbourhood House where I'm able to tutor the monks learning English, and I also volunteer in the Buddhist temple in Springvale.*

*When I first came to Australia I couldn't speak English, and after studying hard, I'm now able to help the new arrivals who cannot read or write English. I really like my job, and it is very enjoyable, and beside that all the trainer's and staff I work with are very friendly. I think it's a good thing to make a contribution to our community, as everybody who comes to Australia needs an education.*

## A Learner's Story

*I came to Australia in 2012. After I arrived I tried to find a job but I couldn't find one. The reason for this is because most Australian companies prefer to use local professionals. I told them I was qualified and had overseas experience but not on the local level.*

*I felt time was passing too quickly and I couldn't get a job. Finally my wife and I discussed the problem and I decided to start my own business.*

*To begin I registered my company; it's called SunRu Holdings Pty Ltd. The SunRu Holding is a software development company. Within the company I plan to develop mobile applications, website design and GPS applications. The main focus of my business is the GPS tracking. My goal is to introduce it to fleet companies in Australia.*

*I wish my business is going to be a success in future.*

**Malien**



# Digital Literacy Skills

Ali Aziz

"With team of wonderful volunteers of Rod and Zsolt, and recent wonderful addition of Shahgul as learner placement, I believe we have achieved wonderful outcomes for all for this year. The support from management, administration staff and our lovely bunch of learners has all contributed to this success.



Best part for our team have been sharing the smiles, laughs and eureka moments. For us an opportunity of being able to contribute to learning of our learners is biggest take away.

We understand the context in which our courses are designed and delivered. Recent advancement of technology and its use in social, work and leisure lives is only becoming deeper. Accepting and adapting to the change is the way forward.

Developing skills in digital literacy is empowering. We see the example of this on weekly basis. Being able to communicate using Internet, finding directions, planning trip using public transport and interact with government and non-government services are great examples. The comments from our learners like "Ahh ha! Now I know how to use email", "Yeah! Now I can find information on Internet" assures us we are on doing well.

Along with learners we learn too by delivering these courses. Our advanced learners keep us on the toes, and keep us researching for answers. We value our learners when they generously share their life and professional experiences. This transaction of knowledge and wisdom has been wonderful experience for all.

Recognising and implementing lifelong learning and providing pathways is essential part of our courses. A number of our learners have completed massive open online courses (MOOCs). The flexibility and choice of online courses offer, work very well for number of our learners.

We look forward to work with all, happy learning.

Ali Aziz, Rod, Zsolt and Shaguli



## A Learner's Story

*Mamie has the esteemed title of being our Senior Citizen learner and is doing the IT computer course for the first time.*



*She started the course in term 2 and has continued into term 3 and found out about the "Dandenong Neighbourhood House" computer courses from a close friend who is currently enrolled in one of our computer courses.*

*Coming into a computer course (as an older learner) for the first time certainly created a big challenge for Mamie, but as the course progressed, she could see the knowledge was gaining momentum.*

*Learning different computer programs, such as writing and sending e-mails, learning to touch type keeps her very interested which in itself is rewarding.*

*Mamie would like to move to the next level course when ready, but at the moment is quietly gaining confidence in the use of computers and the technology.*

*Mamie is very happy with her progression using computers, and will certainly recommend the IT computer courses. She also makes a strong point of getting the older learners to enrol in any of the basic computer courses to others, as she thinks the older generation needs to be mindful of the ever changing digital computer world of today.*

## A Learner's Story

*Bernie has a personality that is bubbly, friendly and at times, mischievous. She*



*is in her 2nd year of attending the IT computer courses and when she is in on the day of her course it's a fun day.*

*Originally, Bernie found out about the courses from a friend who had already completed a course at Dandenong Neighbourhood House. Participating through each of the school terms, she definitely found it tough going, but was able to turn that around and look upon it all as very rewarding with the added bonus of gaining considerable knowledge working with the various modules.*

*Time spent doing the courses did lift Bernie's confidence, and now she is very comfortable using computers and the technology that goes with them.*

*The IT computer courses, gave Bernie a big improvement in her learning skills which she attributes to the good work and patience of the trainer's.*

*Bernie is quite adamant about recommending the courses to everyone, especially the middle aged adults because of the ease of working with the modules, and she sees a happy class room environment with a touch of family.*

## A Learner's Story

*Term 3 is Michael's first time to enrol in a computer course at the "Dandenong Neighbourhood House" and found out about the course through an agency.*



*He does see the course challenging, and being shown different software programs has gained quite an amount of knowledge, which goes hand in hand with a keen interest in the variety of our training modules, plus working with Sway.com, Wix.com and Mooc websites. Michael finds this current course very rewarding and will consider the next level course in term 4, Ali has mentioned to him, there are a variety of challenging modules to work through.*

*Michael feels working alongside other learners does give him confidence which in turn helps to work comfortably within a team environment.*

*As a result of doing this course, Michael has increased his technology and learning skills and would certainly recommend the IT courses that DNH offers*

## A Learner's Story

*Bashir enrolled in our computer course in term 2 (has continued the course in term 3) as a suggestion from an agency, and didn't take long to notice, he was amongst friendly and enthusiastic learners.*



*In the first 3-4 weeks, he found the course quite challenging (in a good way) but could see he was gaining knowledge progressively.*

*He finds the computer course very interesting and rewarding, and feels quite comfortable in the class room.*

*There have been many achievements for Bashir, such as self-confidence, comfortable working in a team environment and improvement in reading, writing & listening.*

*His confidence has risen dramatically in using computer technology and the training modules used, have improved his learning skills.*

*Bashir would like to move up to the next level course in term 4, and has no hesitation in recommending our computer courses to anyone and everyone.*

## Beginner Computers at Dandenong Primary School

### Robyn Hill

The main focus of the Computer class at Dandenong Primary school is to use Microsoft Office ( Word, Excel and Power Point) to produce documents and presentations for potential use in Further Study or to help gain employment. Some of the learners are currently studying and most are seeking employment. Fatima comes from Pakistan and has been in Australia for a number of years but had not worked at all in Australia. One of the Word documents we produced /worked on in class was creating a resume. Some learners such as Fatima already had a resume, but needed some assistance in formatting it to look more professional. Also, Fatima, and some of the other learners do not have any work history in Australia so we also worked on content we could include on the resumes to help overcome this. Fatima has since started working part time, her first job in Australia.



### A Learner's Story

*My name is Rod Bryson and I have been a volunteer in the computer department now for about 15mths. I first came to Dandenong Neighbourhood House as a student in 2014 enrolling in the computer courses which I found very interesting, learnt quite a lot and came through with a better understanding of computers and software programs, plus enjoying the classroom atmosphere.*



*At that time I was given the opportunity, of becoming a volunteer as Ali's assistant in the classroom, helping learners with their various modules that they work with. My immediate thoughts were, "I didn't think I was knowledgeable enough to take on the role" but with Ali's encouragement, I have now settled in quite well.*

*For a long time now, I have had an interest in computers and software programs, gained much of my knowledge from being self-taught and of course being "daring" with programs (as in experimenting with clicking here & there to see what happens).*

*I enjoy, and get great pleasure out of helping others, and being able to pass on any knowledge that I have to the learners. In return, I'm also learning so much from them, every student who comes through the course has a wealth of knowledge either from life in general or from work related experiences. We all continue to learn from each other and therefore create a very happy learning environment.*

*I look forward each week, to coming over to the Dandenong Neighbourhood House, being involved with the classes, being surrounded by terrific management staff, office staff, trainers and other volunteers, and also all the learners, who come each week bringing with them such a mix of their respective cultures and personalities. Volunteering at the DNH is so rewarding for me, and if all goes well, I hope to continue into the future.*

### A Volunteer's Story

*I enjoy working with computers. I found computers, gadgets and technology very interesting and important. I try to be up to date with the current technology. We live in a time of a computerised era, we should have a sense of how things work.*



*Volunteering gave me self-confidence, it gives me a lot of pleasure if I am able to help others, also to see the progress of learner's abilities from beginning of the courses to the finish, the positive feedback I receive is priceless.*

*Of course during my volunteering I wasn't just helping others, I wasn't just training, but also learning. I learned from different learner's life experiences, from different cultural backgrounds. I learned from the staff, and gained skills. And of course being a volunteer in the community Neighbourhood House, I learned about teamwork, and people's devotion to the community.*

*Volunteering gives me a chance to give knowledge back and to appreciate the people of the community.*

Zsolt Kovacs



# Vocational Skills

## Health and Wellbeing

**Sharon Ramsay**  
Wallara

Our Health and Wellbeing class has been very exciting to run. We cover topics like Behaviour, health, nutrition, healthy eating, hair care, skin care, what to wear, things to help you sleep, Relaxation, meditation, Sun / skin care, anxiety issues, adult colouring in activities and many more things we do.



We also cover activities you can do to help you to relax, things you may enjoy for eg. Making things like key rings, colouring activities, jewelry making, card making even posters with our activities. I also have the class write a list of all the things they would like to cover during the classes too so they feel included. We had a beautician come to one of our classes and gave the ladies a makeover, this term we are organizing a trip to the Dandenong TAFE to the Hair salon for a day.

## Mums n Bubs Program

**Maria Cima**

Mums 'n' Bubs program is part of our Community Work Partnership activities that consists of a group of ladies who have learnt to sew and design quilts that they donate to the neo natal units and pre-natal units at Monash and Dandenong Hospitals. This is a dedicated group of women who started with little or no sewing skills and have worked tirelessly to make approx. 40 quilts last year and 20 more so far this year. The quilts were presented to the hospital representatives at the Dandenong hospital in their premature babies unit.



The quilts are to brighten the nursery for parents during extremely stressful times in their lives with their babies struggling everyday to survive. When these babies go home they take the quilt that was on their humidity crib with them.



After discussion with hospital unit managers it was requested that the quilts are made larger to cover the complete crib as the units are often well lite and the quilt over the crib will create darker environment for the baby. The larger quilts will be used by the hospital units to ensure the nursery is a bright area.

This program continues to grow with the women now working on Angel gowns for the babies that pass away to be buried in. Donations of wedding gowns have come in and the women cut up and sew the Angel Gowns which are then donated to organisations that work with the families.

Adding to their skills the ladies have now elected to make cards for the CIKA - Cancer in Kids Auxiliary - official auxiliary of the Royal Children's Hospital. All proceeds from the sale of the cards go back to CIKA.





# Community Access

## Dandenong Community Shed

Rob Cameron

Times they are a changing in our Shed! Firstly we will have a name change to the Dandenong Community Shed. Over the past few years we have not only had men attending but women too so staff suggested we change the name to Dandenong Community Shed as the Shed is open for everyone.



As mentioned in Term 1 newsletter the extension to the Shed has been completed. This has been a huge thrill to everyone involved in the programs that have remained running. Already we have noticed a massive improvement with the added space, however there is still a lot of hard work ahead as we start the lining of insulation to the shed. The Shed will now be a lot more comfortable for our learners using the area especially with the cooling/heating being installed at either end of the shed. With the heating/cooling units aided by the insulation in the walls and ceiling our shed will have ideal working conditions all year round meaning there will be no excuses for us not to complete some new and amazing projects.



With the fantastic help of the Refugee/Assylum Seeker program the shed has been battened on both the ceiling and walls. We have used a timber batten which is screwed to the inside of the shed to allow for the adequate lining of the particle board sheets that will eventually be screwed to the battens to line the shed. The power has been run for both the power points and lighting. The added power points will mean there is more opportunity to use equipment throughout the entire shed. Also the power to run the heating and cooling units has been installed.

The funding for the extension and the renovations to our shed has come from the Department of Health and Human Services through the Strengthening Men's Shed Program and from the City of Greater Dandenong's contribution. Thanks to both those organisations for their support to achieve this goal.

The size of our shed was always an issue for us, and has limited us to how many people could be in the shed at any time. Now with the extension it makes it possible to open the space up to a lot more people.



## A Volunteer's Story

*After my heart operation in 2012 I needed to learn more about computers, so I enrolled in the Basic Computer program at DNH whilst I was searching for a part time job. Maria was my trainer. I had very limited knowledge of the computer and felt that I needed to build this skill and hopefully it would help me to get a job.*



*After completing the computer program I started to volunteer at Dandenong Primary School which lead to some part time work. I then signed up with the SE Volunteer Resource Centre and they had an volunteer position for an administration officer at DNG for which I applied. In May 2015 I started volunteering in the office on Tuesday and Thursday. One of the permanent staff went on study leave and I have filled her paid position until she returns.*

*I have enjoyed volunteering at DNH very much, meeting new learners and trainers. I like to help when I am needed. Everyday there is something new happening so there is never a dull moment in this busy office. I have learnt new skills and hopefully this may lead me into more paid work.*

Carol Campbell

## Community Kitchens

### Sharon Ramsay

This program over the 12 months has had a variety of learners take part from Asylum seekers, Womens group, disability groups, and the Elderly. the one I found most interesting was the Asylum seekers who did not take part at all from the start. Took a few weeks and I thought im taking the class out side. We spent the morning in the garden watering, weeding planting and I started to notice the class opening up and talking about their lives, what has happened, their families they have left behind and so so much more. This became like a place they could relax and say what ever they liked. We would then walk to the market and come back and cook lunch. We would all sit together and eat. One day I took the class to the market and not one of them had ever tried a Jam donut.



Well still to this day they talk about that experience when I brought each one of them a jam donut. Outside eating for that term was very popular. This class only wanted to learn to cook things that you eat here in Australia. One of the class members brought a menu from a local pub and wanted to know how to cook all the fav things on the list. So each week we did something different from Pizza's to Chicken Parma's to fish and chips and Lasagne. Chicken Parma's Halal style was the favourite of the lot.



# Bridging VISA/Asylum Seeker Programs

## Cornerstone Commercial Cooking and Community Lunch Program

Sharon Ramsay

This program has now been running almost 2 years and such a fantastic program. Our food is 95% from Foodbank. This program has been so rewarding, and it's amazing how over 12 months ago most of the people spoke very little English and now they come in for lunch and it's Good Afternoon, How are you going? More and more words are spoken.

Reza who started with me term 3 with the Ames program still turns up to classes today. At first he stood back, didn't want to get involved, was happy to play pool or take a back seat in the program and today he is one of my Volunteers. Reza is very reliable and helpful. He is always offering to carry things and unpack items, restock our store room and NEVER lets me do dishes.

Our bridging Visa cooking class has so many different types of food being cooked each week. Always something new being shown and not by me anymore this now extends to the people in the class. It's wonderful all of us coming together from all different cultures and sharing wonderful food. Food does bring people together no matter where you're from and creates a relaxing environment for all to enjoy.

Most of the year we can average around 60-80 for lunch at Cornerstone, this term around 20-40 due to the cold weather, especially this term as it's been so cold and wet. This program has also provided food packs for those in need.

### A Learner's Story

*My name is Razamehdi. I am from Pakistan. I was a Section Officer in Immigration and Power Department. I had to face lots of bomb blasts and communal disharmony in my country. I had to come to Australia for the safety of myself and my son. We came here in 2013 by boat.*

*My wife, my elder son and three daughters still live in Pakistan in fear. I do many jobs here to keep myself occupied.*

*The Government of Australia is looking after the refugees well. I live very well and safely here. Raza started at the DNH in Term 4 2014. The classes he participated in were the Community Kitchen program and the Cornerstone Commercial Cooking program.*

*Raza came across very quiet and stood back from the group. For a few weeks this was happening and then one day while we were out in the community garden he started to talk about his home town and his family. Being out in the garden seemed to relax him and allowed him to open up about things that had happened in the past. The garden was a place for the group to feel relaxed and comfortable to talk and open up. The group started to have their meals out in the garden as well. Raza started taking on more of a role in the class, he was showing learners how to garnish plates and salads. After this class finished at the end of term Raza was helping with the cooking.*

*2015 – Term 1*

*Raza has been volunteering on the Cornerstone program every Monday and Thursday. Raza attended the Learn Local Awards night with staff and other volunteers. The smile on his face that night said much more than words. He loves to help people and enjoys cooking with others.*

*Raza is always on time and willing to help and unload food, stock our freezers, rotate stock, cleaning out store room, taking out rubbish and general cleaning. Raza is always busy doing tasks often without being asked. He is also a great support to staff by assisting to translate what others say. Over this time we have seen Raza's English improving a great deal.*



# Financial Report

Dandenong Neighbourhood House Inc.

Financial Statements for the Financial Year Ended 30 June 2015

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**DANDENONG NEIGHBOURHOOD HOUSE INC.  
COMMITTEE'S REPORT**

Your committee members submit the financial report of The Dandenong Neighbourhood House Inc. for the financial year ended 30<sup>th</sup> June 2015.

**Committee Members**

The names of committee members throughout the year and as at the date of this report are:

Garry Porter  
Kathleen West  
Marcus Barber  
Michelle Smith  
Ross Lim  
Sandra Ainsworth  
Wayne Foster-Johnson

**Principal Activities**

The principal activities of the association are to provide opportunities to residents in the Dandenong area to develop their capacities through providing support groups, education programs and community projects.

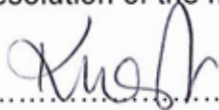
**Significant Changes**

No significant change in the nature of these activities occurred during the year.

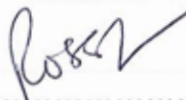
**Operating Result**

The surplus for the year amounted to \$79,682.

Signed in accordance with a resolution of the members of the committee.



.....  
Kathleen West



.....  
Ross Lim

Dated this 16<sup>th</sup> day of September 2015

**DANDENONG NEIGHBOURHOOD HOUSE INC.**  
**INCOME STATEMENT FOR THE YEAR ENDED 30 JUNE 2015**

	Note	2015 \$	2014 \$
Revenue	2	450,378	472,968
Employee benefits expense		303,709	370,027
Depreciation and amortisation expenses		0	0
Audit fees		2,500	2,692
Other expenses		64,487	91,360
Surplus/(Deficit) from ordinary activities		<u>79,682</u>	<u>8,889</u>

**DANDENONG NEIGHBOURHOOD HOUSE INC.**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 JUNE 2015**

	2015	2014
	\$	\$
<b>Assets</b>		
Current Assets		
Bendigo Bank Cheque Account	310,183	
NAB Cheque Account	31,628	67,209
Bendigo Bank Term Deposit	88,371	0
NAB Term Deposit	0	85,253
Petty Cash	300	300
Program Debtors	11,579	13,177
<b>Total Current Assets</b>	<b>442,061</b>	<b>165,939</b>
Property & Equipment		
Leasehold Improvements	21,895	21,895
Leasehold Amortisation	(21,895)	(21,895)
Furniture & Fixtures at Cost	4,968	4,968
Furniture & Fixtures Accum Dep	(4,968)	(4,968)
Office Equipment at Cost	4,108	4,108
Office Equipment Accum Dep	(4,108)	(4,108)
Computers	17,180	17,180
Computers Accum Dep	(17,180)	(17,180)
Total Property & Equipment	0	0
<b>Total Non Current Assets</b>	<b>0</b>	<b>0</b>
<b>Total Assets</b>	<b>442,061</b>	<b>165,939</b>
<b>Liabilities</b>		
Current Liabilities		
Income Received in Advance	199,544	7,334
Trade Creditors	4,455	0
GST Payable	20,432	13,006
PAYGW Payable	8,679	14,168
Annual Leave accrued	5,557	5,932
Long Service Leave accrued	12,750	8,916
Superannuation Payable	7,654	12,216
Leave in Lieu Accrued	496	1,556
<b>Total Current Liabilities</b>	<b>259,567</b>	<b>63,127</b>
<b>Total Liabilities</b>	<b>259,567</b>	<b>63,127</b>
<b>Net Assets</b>	<b>182,494</b>	<b>102,812</b>
<b>Equity</b>		
Retained Earnings	102,812	93,922
Current Year Surplus/Deficit	79,682	8,889
<b>Total Equity</b>	<b>182,494</b>	<b>102,812</b>

**DANDENONG NEIGHBOURHOOD HOUSE INC.**  
**CASH FLOW STATEMENT**  
Year Ended 30 June 2015

	2015	2014
	\$	\$
<b>Cash Flows from operating activities</b>		
	<b>Note</b>	
Payments to suppliers and employees	(366,468)	(448,130)
Income	640,983	406,719
Interest received	3,205	3,228
<i>Net cash provided from/(used in) operating activities</i>	<b>277,720</b>	<b>(38,183)</b>
<b>Cash flows from investing activities</b>		
Purchase of plant & equipment	0	0
<i>Net cash used in investing activities</i>	<b>0</b>	<b>0</b>
<b>Cash flows from financing activities</b>		
Proceeds from borrowings	0	0
<i>Net cash provided from/(used in) financing activities</i>	0	0
<b>Net increase/(decrease) in cash held</b>	<b>277,720</b>	<b>(38,183)</b>
<b>Cash at the beginning of the reporting period</b>	<b>152,762</b>	<b>190,945</b>
<b>Cash at the end of the reporting period</b>	<b>4</b>	<b>152,762</b>



## **DANDENONG NEIGHBOURHOOD HOUSE INC.**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015**

#### **Note 1: Statement of Significant Accounting Policies**

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Reform Act 2012. The committee has determined that the association is not a reporting entity.

The financial report has been prepared in accordance with the following Australian Accounting Standards:

AASB 107: Cash Flow Statements

AASB 1004: Contributions

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values.

The following significant accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of the financial statements.

#### **Property, Plant and Equipment (PPE)**

Leasehold improvements and office equipment are carried at cost less, where applicable, any accumulated depreciation. The depreciable amount of all PPE is depreciated over the useful lives of the assets to the House commencing from the time the asset is held ready for use. Leasehold improvements are amortised over the shorter of either the unexpired period of the lease or the estimated useful lives of the improvements.

#### **Employees' Entitlements**

Provisions for employees' entitlements (i.e. annual leave and long service leave) have been made for the liability arising from services rendered by employees to the reporting date at their nominal amount without applying any discount factor to reflect future cash outflow.

#### **Grants Received**

##### **Reciprocal Grants**

Grants received on the condition that the amounts are spent in accordance with the guidelines and requirements stipulated by the grantor, and that any amounts not spent accordingly be returned, are considered reciprocal. Reciprocal grants are initially recognized as a liability and recognized as income when expended in accordance with the attached conditions.

##### **Non Reciprocal Grants**

Grants without the aforementioned conditions attached are considered non reciprocal grants. These are recognized as income when received or receivable.

**DANDENONG NEIGHBOURHOOD HOUSE INC.**

**NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2015**

<b>Note 2: Revenue</b>	<b>2015</b>	<b>2014</b>
	<b>\$</b>	<b>\$</b>
Operating activities		
— Operating Grants	132,594	150,264
— Program Grants	209,502	252,141
— Program Income	12,574	22,483
— General Income	92,400	44,592
— Fund Raising Income	-	-
— Activities Income	-	-
— Membership Fees	103	260
— Interest Received	3,205	3,228
— Other Income	-	-
	<u>450,378</u>	<u>472,968</u>

**Note 3: Reconciliation of Net Cash provided by Operating Activities to Operating Profit**

	<b>\$</b>	<b>\$</b>
	<b>2015</b>	<b>2014</b>
Operating Surplus/(Deficit)	79,682	8,889
Adjustment for:		
Depreciation	0	0
Changes in assets and liabilities :		
(Increase)/Decrease in debtors	1,598	(11,607)
(Increase)/Decrease in prepayments	0	0
Increase/(Decrease) in creditors	4,455	0
Increase/(Decrease) in Income Received in advance	192,211	(51,413)
Increase/(Decrease) in GST payable	7,426	3,574
Increase/(Decrease) in other payables	(7,652)	12,374
<b>Net cash provided by operating activities</b>	<b>277,720</b>	<b>(38,183)</b>

**Note 4: Reconciliation of Cash**

For the purposes of the Statement of Cash Flows, cash includes cash on hand, in banks and invested in money market instruments. Cash at the end of the reporting period as shown in the Statement of Cash Flows is reconciled to the related items in the statement of financial position as follows:

	<b>\$</b>	<b>\$</b>
Cash at Bank	341,811	67,209
Term Deposit	88,371	85,253
Petty Cash	300	300
<b>Total</b>	<b>430,482</b>	<b>152,762</b>

DANDENONG NEIGHBOURHOOD HOUSE INC.

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the committee the financial report:

1. Presents a true and fair view of the financial position of The Dandenong Neighbourhood House Inc. as at 30 June 2015 and its performance for the year ended on that date.
2. At the date of this statement, there are reasonable grounds to believe that The Dandenong Neighbourhood House Inc. will be able to pay its debts as and when they fall due.

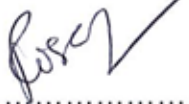
This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Chairperson



Kathleen West

Treasurer



Ross Lim

Dated this 16<sup>th</sup> day of September 2015

## **INDEPENDENT AUDIT REPORT TO THE MEMBERS OF DANDENONG NEIGHBOURHOOD HOUSE INC.**

### **Scope**

I have audited the financial report, being a special purpose financial report, of The Dandenong Neighbourhood House Inc. for the year ended 30 June 2015. The Committee is responsible for the financial report and has determined that the accounting policies used and described in Note 1 to the financial statements which form part of the financial report are appropriate to meet the requirements of the Associations Incorporation Reform Act 2012 and are appropriate to meet the needs of the members. I have conducted an independent audit of this financial report in order to express an opinion on it to the members of The Dandenong Neighbourhood House Inc. No opinion is expressed as to whether the accounting policies used are appropriate to the needs of the members.

My audit was conducted in accordance with Australian Auditing Standards, in order to provide reasonable assurance as to whether the financial report is free of material misstatement. The nature of an audit is influenced by factors such as the use of professional judgement, selective testing, the inherent limitations of internal control, and the availability of persuasive rather than conclusive evidence. Therefore, an audit cannot guarantee that all material misstatements have been detected.

I performed procedures to assess whether in all material respects the financial report is presented fairly in accordance with the accounting policies described in Note 1, so as to present a view which is consistent with my understanding of the association's financial position, and of its performance as represented by the results of its operations and cash flows. These policies do not require the application of all Accounting Standards and other mandatory professional reporting requirements in Australia. No opinion is expressed as to whether the association's expenditure falls within conditions set by funding bodies.

While I considered the effectiveness of management's internal controls over financial reporting when determining the nature and extent of my procedures, my audit was not designed to provide assurance on internal controls.

### **Independence**

In conducting my audit, I followed applicable independence requirements of Australian professional ethical pronouncements.



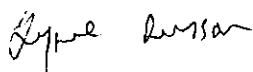
**INDEPENDENT AUDIT REPORT TO THE MEMBERS OF DANDENONG  
NEIGHBOURHOOD HOUSE INC.**

**Qualification**

As is common for organisations of this type, it is not practicable for The Dandenong Neighbourhood House Inc. to maintain an effective system of internal control over donations and other fund raising activities until their initial entry in the accounting records. Accordingly my audit in relation to fund raising was limited to amounts recorded.

**Audit Opinion**

In my opinion, except for the effects of such adjustments, if any, as might have been determined necessary had the limitation discussed in the qualification paragraph not existed, the financial report of The Dandenong Neighbourhood House Inc. presents a true and fair view of the financial position of The Dandenong Neighbourhood House Inc. as at 30 June 2015 and the results of its operations for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements.



Lynne Russon BCom CPA  
TAF Solutions Pty Ltd  
1 Athol Street  
Mount Waverley 3149

18<sup>th</sup> July, 2015

**DANDENONG NEIGHBOURHOOD HOUSE INC.  
INCOME AND EXPENDITURE STATEMENT  
YEAR ENDED 30 JUNE 2015**

	2015	2014
	\$	\$
4-0000	Income	
4-1050	Grants	
4-1100	Operating Grants	
4-1110	CGD-Operating Grant	66,332
4-1121	DHS Co-Ordination Grant	64,762
4-1122	ACFE Childcare Subsidy	-
4-1124	Gov't Employment Incentives	1,500
	Total Operating Grants	132,594
4-1300	Program Grants - Non ACFE	
4-1310	Cooking with Diversity-SEMML	-
4-1311	CoGD Community Support Grant	10,000
4-1312	CoGD Healthy Living Brokerage	20,000
4-1315	Cooking Out There-SEMML	-
4-1316	Cooking Harmony-Dep of Just	-
4-1317	OMAC funding	30,000
4-1318	R E Ross Trust	7,334
4-1319	Australian Men's Shed Assoc Gr	2,500
	Total Program Grants - Non ACFE	69,834
4-2000	ACFE Program Grants	
4-2110	ACFE- Program Funding	99,044
4-2111	ACFE Concession Funding	7,035
4-2112	Innovation and Capacity Grant	14,714
4-2115	ACFE Commonwealth Equip Grant	4,500
4-2210	LLN Project	5,000
4-2215	ACFE -Family Learning P'ship	9,375
	Total ACFE Program Grants	139,668
	Total Grants	342,096
4-3000	Enrolment Fees	
4-3100	Non Funded Enrolment Fees	
4-3121	Enrolment fees	-
	Total Non Funded Enrolment Fees	-
	Total Enrolment Fees	-
4-3200	Funded Enrolment Fees	
4-3201	ACFE	
4-3205	ACFE	8,484
	Total ACFE	8,484
4-3300	Non ACFE	
4-3310	Non ACFE	4,090
	Total Non ACFE	4,090

**DANDENONG NEIGHBOURHOOD HOUSE INC.  
INCOME AND EXPENDITURE STATEMENT  
YEAR ENDED 30 JUNE 2015**

	2015	2014
	\$	\$
Total Funded Enrolment Fees	12,574	22,483
4-4000 Other Income		
4-4010 Client Amenities Income		
4-4020 Client Amenities	-	1,955
4-4030 Client Admin Fees	1,623	35
4-4040 Resource/Photocopy Fees	2,166	2,587
Total Client Amenities Income	3,789	4,507
4-4100 Rentals		
4-4110 Rental Income	12,851	10,089
4-4150 Fee for Service Income		
4-4155 Fee for Service Income	39,462	16,055
Total Fee for Service Income	39,462	16,055
4-4200 Miscellaneous Income		
4-4210 Donations & Bequests	30,042	12,460
4-4220 Miscellaneous Income	6,257	1,776
4-4221 Bank Interest	87	-
Total Miscellaneous Income	36,386	14,236
4-7000 Membership		
4-7100 House Membership	103	260
4-9999 Revenue Adjustments	-	50
Total Income	447,260	469,740
5-0000 Cost of Sales		
5-3000 Program Expenses		
5-3100 Non Funded		
5-3110 Non Funded	693	910
Total Non Funded	693	910
5-3200 Funded		
5-3210 ACFE		
5-3211 ACFE	1,286	11,280
Total ACFE	1,286	11,280
5-3300 Non ACFE		
5-3310 Non ACFE	5,810	7,242
Total Non ACFE	5,810	7,242
Total Cost of Sales	7,788	19,431
Gross Profit	439,471	450,309
6-0000 Administration Expenses		

**DANDENONG NEIGHBOURHOOD HOUSE INC.  
INCOME AND EXPENDITURE STATEMENT  
YEAR ENDED 30 JUNE 2015**

	2015	2014
	\$	\$
6-1000 Staff Expenses		
6-1100 Wages		
6-1111 ACFE Project Workers	3,481	50,355
6-1112 ACFE LLN Project	4,043	-
6-1113 ACFE Family Learning P'ships	8,690	-
6-1130 ACFE Tutors	39,013	123,007
6-1140 Administration Wages	61,541	69,280
6-1150 Tutors	96,028	29,933
6-1160 Centre Management	35,393	40,582
6-1211 Contract Staff	-	6,188
6-1500 Superannuation	23,577	30,307
6-1600 Long Service Leave Provided	3,834	2,443
6-1610 Time Off in Lieu	- 1,060 -	8,666
6-1700 Annual Leave Provided	10,824	11,834
6-1800 Workers Compensation	3,263	2,972
6-1850 Professional Development	2,860	9,856
6-1860 Student Placement	-	25
6-1870 Staff Travel Reimbursement	-	345
6-1872 Consultant	6,156	-
6-1873 Contract Staff	7,130	-
6-1930 ACFE Expense		
6-1931 ACFE Grant Expenditure	1,654	4,931
6-1932 Purchases, Del Support Grant	-	1,464
6-1933 ACFE Equipment Grant	4,330	-
Total ACFE Expense	5,984	6,395
6-1968 Volunteer Expenses	836	-
6-1969 Program Resources	-	50
6-1971 Facility Rental	480	5,980
6-2000 Utilities		
6-3000 Communications & Tech Support		
6-3230 Bad Debts	- -	125
6-3700 Computer equipment & Supplies	361	2,081
6-3701 Internet charges	1,659	1,549
6-4000 Fees & Charges		
6-4300 Conference Fees/Prof Dev costs	1,026	709
6-4500 Publications & Resources	-	231
6-4600 Refunds of Course Fees	10	178
6-5000 Property Expenses		
6-5400 Building Repairs & Maintenance	2,718	2,195

**DANDENONG NEIGHBOURHOOD HOUSE INC.  
INCOME AND EXPENDITURE STATEMENT  
YEAR ENDED 30 JUNE 2015**

	2015	2014
	\$	\$
6-5401 Equipment	2,602	4,079
6-5500 Cleaning	5,387	8,547
6-5501 Electricity	2,533	2,401
6-5502 Gas	519	641
6-5503 Water	1,047	1,000
6-5600 Waste removal	24	255
6-5605 Rates	262	-
6-5800 Insurance	732	965
6-7000 Admin & Other Costs		
6-7100 Printing and Stationary	3,320	3,695
6-7101 Photocopier Lease & Maint.	5,445	5,702
6-7102 Staff Amenities & Catering	-	50
6-7104 Hire of storage facilities	249	3,111
6-7106 Conference-inc travel costs	-	200
6-7107 Telephones	6,616	6,957
6-7108 Postage & Courier	878	670
6-7109 Bank Charges	822	650
6-7110 Advertising & Promotion	3,202	1,106
6-7111 Audit Fees	2,500	2,692
6-7112 Affiliation & Licences	2,547	3,462
6-7113 Technology setup and support	-	578
6-7114 Office Furniture & Equip	-	1,261
6-7116 Christmas functions	-	2,323
6-7117 Sundry House Expenses	3,581	1,561
6-7201 Amenities	2,292	1,993
6-7400 Meeting Expenses	501	3,287
Total Administration Expenses	362,908	444,888
Operating Profit	76,564	5,420
8-0000 Other Income		
8-1010 Bank Interest	3,118	3,228
Total Other Income	3,118	3,228
9-0000 Other Expenses		
9-2012 Prior Year balance variations	- -	241
Total Other Expenses	- -	241
Net Surplus / (Deficit)	79,682	8,890



# Acknowledgements



Dandenong Neighbourhood House is supported by financial assistance from the Victorian and Australian Governments. We thank all the organisations and individuals who support our work.

## Support in Kind

- Rowville Neighbourhood Learning Centre
- Springvale Learning and Activities Centre
- Keysborough Learning Centre
- Springvale Neighbourhood House
- Springvale Literacy Centre

## Donations

We thank those people who made donations towards the day-to-day running costs and to the programs and activities of the House. The donations received in 2015 include:

- Magistrates Court of Victoria
- Rotary Club of Dandenong
- City of Greater Dandenong Council
- Office of Multicultural Affairs
- Cornerstone
- Foodbank
- Department of Justice and Regulation
- RACV – Good Citizen Program
- Bunnings - Dandenong

## Professional Service Suppliers

The Centre's suppliers are:

- TAF Solutions Pty Ltd – Auditor
- Jim's Cleaning – Michael
- Earle Electricals
- Bunnings – Dandenong
- Officeworks – Dandenong
- Toshiba

34 King Street, Dandenong Vic 3175

Telephone: 0397925298

Email: [admin@dandenongh.org.au](mailto:admin@dandenongh.org.au)

ABN: 48 174 227 223

Inc No: A0038083E

[www.dandenongnh.org.au](http://www.dandenongnh.org.au)

For more information, check our website:

[www.dandenongnh.org.au](http://www.dandenongnh.org.au)

or contact the office on 03 9792 5298

Training is delivered with  
Victorian State Government Funding and Philanthropic Grants

Dandenong Neighbourhood House Inc

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