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Our Vision and Mission and Values

Vision

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

Mission

To improve people's lives through community engagement and lifelong learning opportunities.

We are:

- A organisation
- Managed by a Board of Governance
- A registered Learn Local Provider
- A member of Neighbourhood Houses Victoria
- A member of Jobs Australia
- A Tax Concession Charity.

With **29** paid staff and approximately **45** volunteers, we deliver **43** different programs and services.

We have grown and evolved with our diverse community and listened to the needs of the community to develop programs in response to a need, in order to achieve our mission of improving people's lives through community engagement and lifelong learning opportunities.



Values

Responsiveness

Flexible in responding to community needs, while being proactive when responding.

Integrity

Being transparent, accountable, ethical and honest.

Inclusion

Building capacity within communities, connecting communities, celebrating diversity and allowing communities to have a voice.

Respect

Valuing other beliefs, culture and opinions and celebrating our differences.

Environmental Sustainability

Supporting principles of environmental sustainability.

Human Rights

Supporting human rights locally and globally.

We know what we are good at and more importantly we understand our weaknesses and so we recognise that to survive we need to build strong partnerships.

Where necessary, we seek to partner with other proven organisations that complements our skills.

Chairperson's Report

2017/2018 OUR YEAR IN REVIEW

I am delighted to share with you Dandenong Neighbourhood House's accomplishments over the past twelve months. It has been another year of growth and consequent development of new programs that reach deep into areas of learning, which our communities have told us they would like to attend.

Over the past six months we have taken the opportunity as a Board of Governance to review our growth patterns and examine our resources to carry us through the next few years. In concert with our strategic plan, our next phase will be to match our resources to our growth, at both our centres and the Community Shed. It is an exciting time that will ensure our sustainability and accountability as an organisation, developing programs that match the needs of our communities.

Our House Manager, Robyn, has seen us through another year of commitment and growth in maintaining and developing community programs, and working with our funders. Y report on page 7. Throughout the year the House has provided for 1,319 learners attending the many and varied programs provided for them. As you turn through the pages of this year's Report, you will come across some great photos of our staff, teachers and learners attending programs, together with some of their inspiring stories. We currently have 28 dedicated and enthusiastic teachers providing the many and varied classes for our learners.

Throughout the year we have had a mix of 20 university and TAFE students on work placements involved in many of the House projects. One such project involved 4 workplace students undertaking research



Kathleen West



and ground work to develop a Mobile Phone Photography Program. Our wonderful students put together an excellent program for the House that has been very successful. Many of our learners are from CALD backgrounds, and as part of their learning and development on placement, they have assisted teachers and participants in our ESL classes. Thank you to all the students who have joined us throughout the year and improved their learning in community work and research, contributed to our projects and connected with our learners and staff.

f have worked tirelessly throughout the year to ensure the smooth running of the House, together with the great welcome and support they provide to all who come through the front door. They are an exceptional team.

Thank you to our Board of Governance members for your continued commitment in seeing us through another exciting year, working hard together and ensuring we continue to maintain high standards of compliance and reporting. A big thank you to our Treasurer, Gerard Francis, who has committed long hours working with the Board, our

compliant, robust and informative. Y s report on page 13.

Along with our Community Garden and our Community Shed has continued to grow over the year and together with the Shed's outstanding teachers and volunteers has provided great opportunity for hands-on learning to the men and women who attended programs and worked on projects.

We are ever grateful to each one of our funders, noted below, for your continued support and encouragement with our classes and programs:

- City of Greater Dandenong Council
- Australian Centre for Further Education (ACFE)
- Department of Education and Early Childhood Development
- Department of Health and Human Services
- Department of Justice and Regulation

Chairperson's Report

- Department of Industry, Innovation and Science (Stronger Communities)
- Australian Men's Shed Association

Some highlights of our year in review include:

- The introduction of a new Barista Skills program that has enabled employment of 2 Baristas to teach the program.
- The purchase of 2 3D Printers and 2 CNC machines for further development of the program, and its expansion to other Neighbourhood Houses.
- The completion of our DHHS funded program 'Get Connected through Digital Literacy for CALD seniors'. We were very pleased to have a total of 40 seniors enrolled in the program.
- The Department of Education funded the House to produce a pilot program for CALD seniors to improve their English language and literacy skills. We were successful in trialling in partnership with Keysborough Learning Centre, a total of 3 programs each, which we then evaluated and reported on to the Department.

We look forward to another successful year full of growth and the continued development of existing and new projects and programs. Especially, I would like to take this opportunity to thank all our learners who have come to the House to learn and develop skills that will help them in their daily lives and assist in their employment aims and achievements.

It is for you and our community the House exists and we wish you a successful year ahead and hope to see you at the House continuing your journey of learning or dropping by from time to time, to say hello and let us know how you are going.

Kathleen West
Chair – Board of Governance



Strategic Plan

2017 - 2020

Goal 1

Enable people to contribute to and have a choice over their lives

Strategy

1. Adapt to the changing needs of the community to provide services that contribute and enable the community to have a choice over their lives.
2. Listen to and understand client needs and build or adapt support options to provide guidance and referrals to meet them where possible.
3. Support and empower clients to focus on direction and apply choice
4. Provide Access to service users to enable choice through streamlined systems and technology

Goal 2

Build viable development and growth

Strategy

1. Develop strategically aligned partnerships to meet the needs of the community.
2. Attract, retain and develop staff resources that support and deliver a viable organisation.
3. Diversifying our revenue streams by growing contribution through self generated programs and/or activities.
4. Through the delivery of excellence in social outcomes by tailoring programs to meet changing community needs

Goal 3

Be known as a grass roots Community and Learning Centre

Strategy

1. To provide effectively facilitated transformation pathways for growth and development.
2. Actively market the house through, word of mouth, networking within funding organisations implement programmes that reach into the commercial world, stakeholders via modern EDM.
3. Provide a supportive, safe and comfortable learning environment.
4. Research and innovate in services and mythologies to grow and develop our delivery.

Goal 4

Future Proofing the organisation

Strategy

1. Staying abreast of social and governmental trends.
2. engagement.
3. Keep updated with Information Technology Services to meet the changing needs of the organisation and the community.



Manager's Report

, we have once again experienced growth and been able to ensure that we have in place good processes and procedures as without a strong infrastructure we will not be able to sustain growth into the future.

Our staff and volunteers at Dandenong Neighbourhood House work together like a well oiled machine, always working together to support each other when it's needed. They are the most enthusiastic,

people I have ever had the pleasure to work with, we are continually striving for quality service delivery, continuous improvement and best practice strategies to ensure all our learners have a positive learning experience at DNH.

Dandenong has one of the most multicultural communities in Australia and ranks high in the disadvantaged area also. As part of our vision and mission statements, we strive to assist people to make positive changes in their lives. The results of these changes are seen in the smiles and the pride in achievement when learners provide everyday, a warm greeting and welcoming environment and a smile for everyone coming to the House.

- With Chisholm TAFE, we have developed a language support program to support migrant students at TAFE complete their assignments and assessments. We hope to grow this into other faculties of TAFE. We have been mainly concentrating on the Community Services program so far. The funding for this was supplied through the ACFE Capacity and Innovation Grant Round 9 program.
- Through our work with asylum seekers we are now located at Chisholm TAFE three days a week and Supporting asylum seekers to ensure their language skills are developed after



Robyn Coslovich



completion of their AMEP programs or supporting them prior to enrolling in the AMEP program.

- Life without Barriers works with many asylum seekers and we have developed a good working partnership with them. Staff support asylum seekers to enter the skills development programs that we offer for asylum seekers.
- Development of a new Drug Court program called Art Attack which was developed by Living and Learning Pakenham to assist men and women who are with the Drug Court with their rehabilitation. Living and Learning Pakenham developed and shared the curriculum with us saving us hours of work.
- Continuation of the Family Learning Partnership program that has seen the development of three new partnerships with schools in the area, Rosewood Downs Primary School, Wooranna Park Primary School and the Goodstart Early Learning Centre in Dandenong.
- Development of partnerships with a number of community groups has allowed us to deliver a range of ESL programs to some very disadvantaged groups providing them with valuable interaction within their local communities.
- Partnering with other Neighbourhood Houses to support each other in the delivery of programs and sharing of staff and equipment. This year we have partnered with Lyrebird Community Centre, Dingley Neighbourhood House, Westall Community Hub, Hampton Park Community House, Living and Learning Pakenham.
- Continuation of our long standing partnership with Department of Justice and Regulation delivering skills development programs for people completing Community Service Orders.

Some of the highlights this year have included:

- The completion of the Community Engagement Framework and the training of staff on how to work with the framework.
- The implementation of regular Professional Staff Development.
- Success with 17 funding applications from government to philanthropics and trusts.
- Successful ACFE CAIF funding for Round 9 to develop

Manager's Report

partnership with Chisholm TAFE to support migrant students successfully complete accredited programs.

- Successful ACFE CAIF funding for Round 10 to develop strategic partnerships with local industry to improve Workplace Literacy.
- Completion of the re-design of the Community Garden.
- Participation in the People Seeking Asylum at Risk (PSAAR) Taskforce.
- Presented at the Learn Local Conference with Melanie Virtue from Springvale Neighbourhood House about how our cluster works together collectively and collaboratively.
- Completion of our new logo to be presented at the AGM and the starting of the process to change our name.
- A new staff recognition award called the Employee of the Quarter gives credit and recognition to staff for what they do.
- Working with the Board of Governance to complete our new Strategic Plan and Operational Plan.
- Completion of Aboriginal Research Project which has created opportunities for us to work together with the possibility of developing programs related to their community needs.
- The development and implementation of our leadership group which will give staff a chance to improve their skills and help us with succession planning and hopefully to encourage younger staff into our sector.
- Being asked to share our learnings and experiences of building our House up to be a vibrant and sustainable entity with the staff and Committee of Management of Lyrebird Community Centre.
- A visit to the House by Gabrielle Williams State Member for Dandenong.
- A visit by the ACFE Board representative John Maddox.
- Attendance at Government House for a Civic Reception for members of the Community Sector.



Thank you to all the supportive members of our Board of Governance, who work tirelessly behind the scenes. I sincerely thank them for their support with new initiatives and programs and for being focused to ensure the future long term sustainability of Dandenong Neighbourhood House.

The Board' which was successfully completed this year. DNH needs to be a strong and sustainable organisation to continue to support our local communities.

Robyn Coslovich



DNH Team

Board of Governance



Chairperson
Kathleen West



Treasurer
Gerard Francis



Secretary
Sandra Ainsworth



Rossina Lim



Garry Porter



Desally Walliker

Life Members



Norma Murphy
(Deceased)



Dianne
Mossenton-Brown

Volunteers



Nary



Farida



Susan



Lyn



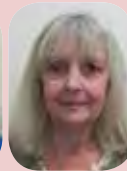
Janell



Bozena



Jason



Bronwyn



Desalie



Marjorie

Staff Leadership Team



Robyn Coslovich



Ali Aziz



Susan Paisley



Sharon Ramsay



Maria Cima



Rod Bryson



Diana Lambropoulos

Staff



Carol Campbell



Jenny Shpherd



Ayush Gupta



Sobana Hanif



Greeshma Kulkarni



Marnie Harris



Michelle Hood



Devi Torpy



Ian Wilshusen



Ryan Harris



Tim Chen



Atiq Abed



Sarita Kulkarni



Greg Hood



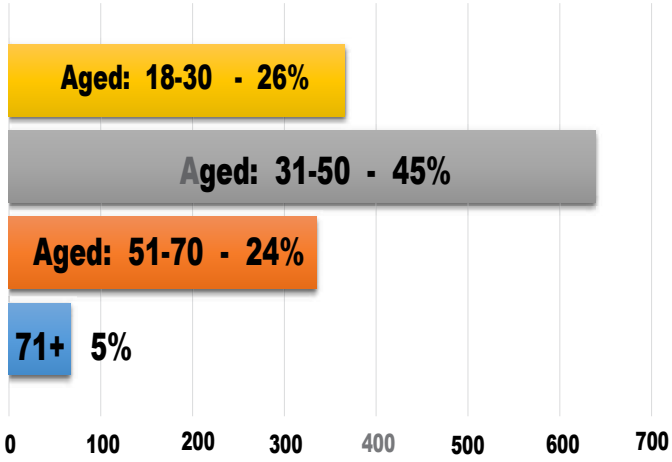
Donna Mark



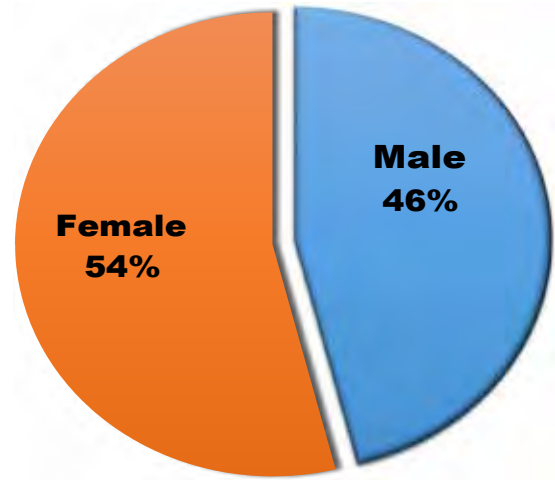
Mystica Perera

A Snapshot of Who we Service

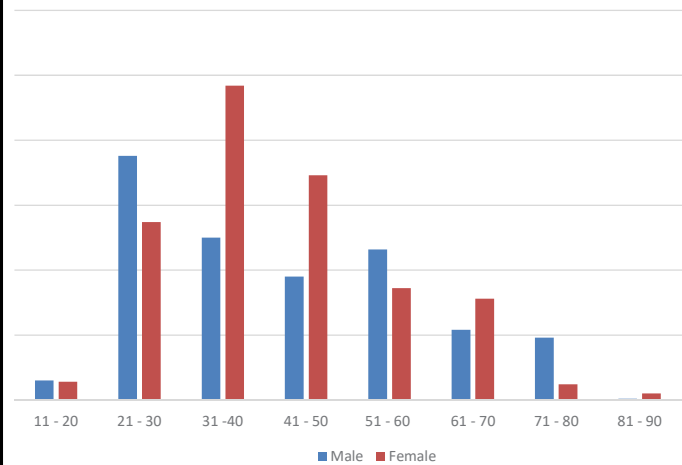
Age of Learners Enrolled in Programs



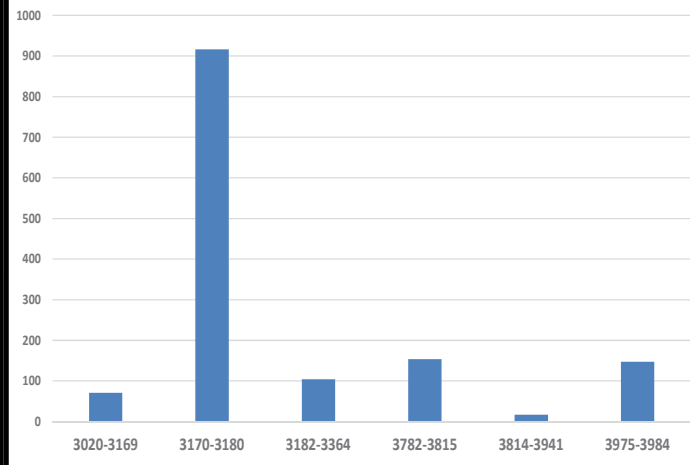
Learners by Gender



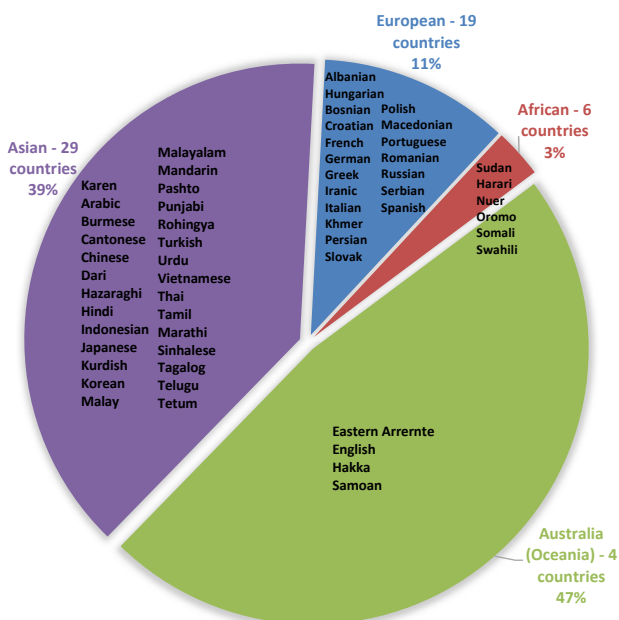
Learners by Age Range and Gender



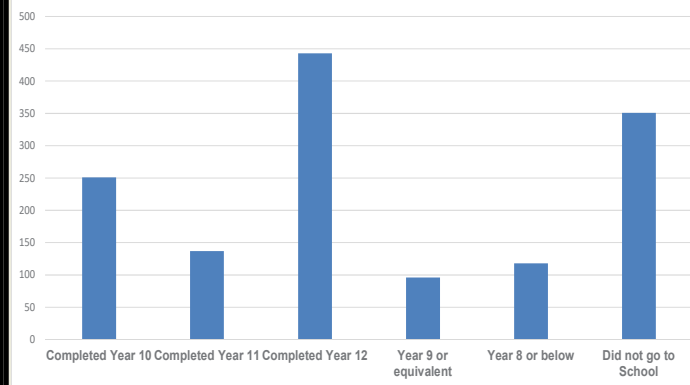
Postcodes Areas Serviced



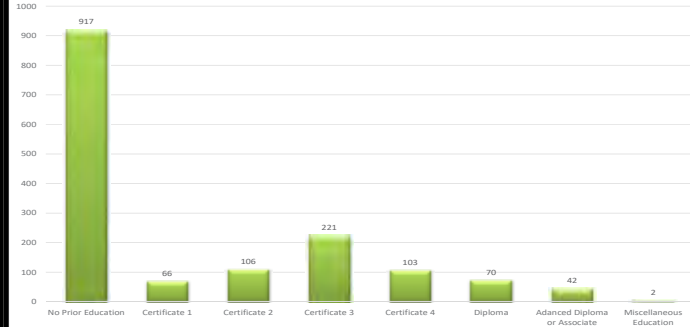
69 LANGUAGES SPOKEN ACROSS 4 CONTINENTS



Prior Education Achieved



Learners Prior Education Levels



Learner Stories



Janell

My name is Janell and I am a member of the Hospitality - Baking and Decorating program that runs every Tuesday.

Frankston North back in 2013, learning different aspects of mains, desserts, soups and cakes. I have learnt alot and enjoyed being involved. Each year I learn something new and improve my cooking skills. As I live independently this has allowed me to improve my diet. I have learnt how prepare main meals, desserts, soups, cakes, slices and many other techniques in the cake world.

I have met so many people from all walks of life and backgrounds over the years attending this course. I attended the Wednesday Hospitality for a while and learnt a lot of cooking hints and techniques to prepare main meals and desserts.

Helping people has always been something that I like to do so it was suggested that I might like to assist some of the seniors attending a program. I have enjoyed volunteering as it has given me the chance to talk with and help lots of different people. I started volunteering several years ago with different programs, assisting anyone who needed that extra help. I have met a vast amount of people all different age groups, cultures and backgrounds.

Not just have I learnt how to cook I have also enjoyed the assorted activities that we have participated in and developed new skills as we worked together, things like Event Management, organising different events throughout the year such as Harmony Day in March and Biggest Morning Tea in May.

On occasions our program has set off into the Community to provide morning Teas for aged care facilities and some schools out in the community.

In the years of attending with Dandenong Neighbourhood House I certainly have enjoyed the laughs, the other learners and thanks to my teacher Sharon Ramsay. Sharon is a

techniques and an unending array of recipes. I also volunteer with Sharon on her programs at the school to support the parents that are in her program.



Bora

Bora Mao is a Buddhist Monk from Cambodia. He has been a monk for 18 years and only been in Australia for 2 years. He was supported by other monks at his temple and encouraged to come to DNH to learn English. He is enthusiastic about learning English and has a clear goal for his learning. "I want to communicate with people in Australia, especially in my temple. I want to teach meditation to people who live in Australia. Some people want to study about meditation in my temple or anywhere. I teach about meditation and prayer and dharma and Buddhism. I live as a monk

he Neighbourhood house, staff are all very kind to me, the atmosphere pronunciation, some people have different accents and I can't listen to (understand) them. Every day I practice and listen from radio and ABC news on TV, every day.

I study English 2 years, I improve. I'm thankful to my teacher Nary and the other staff, are very kind to me and the other monks."



Learner Stories



Jean

Jean is one of our Seniors who is enrolled in the Hospitality - Baking and Decorating program. Jean comes every Tuesday, she is a very quiet lady who never says much but when she does everyone listens. She is the queen of scones and taught

fy scones. You will often see her in the kitchen directing other learners or sharing her secret family recipes. Jean has only ever cooked basic meals for her family over the years. During this program she is discovering a more varied array of recipes and is now starting to try these out at home and share with her family especially her grandchildren.

Jean was enrolled into the program by family members to get her out of the house and mixing with other people as she lives alone in her own home and was needing to have contact with others. She was experiencing a number of health issues resulting in her being admitted to hospital regularly. Since enrolling in this program these health issues have decreased along with the admissions to hospital.

Jean baked a fruit cake that she entered into the Dandenong Show in 2017 and was awarded 1st prize which she was very proud of.

Jean has developed a special relationship with other members of her group and you will often see them sharing meals and just having a good chat and sharing recipes.

Sayed



Sayed is a returning learner, from 2017, he is participating in the Asylum Seeker Language and Literacy Program. He completed the Asylum Seeker Learning Plan program in 2017 which gave him some direction as to what pathway he needed to follow to eventually gain employment.

In almost the two years he has been learning English, his reading has improved remarkably and while he was once a constructing sentences rather than just one word answers.

He came from Afghanistan six years ago. He says he likes Australia because of the weather and mainly because it is a peaceful country. He enjoys mixing with other members of his group and they share their experiences and are there to help each other out too.

Apart from being a learner Sayed has another very important role, he is a grandfather! He loves spending time with his grandchildren reading or playing football. He is happy his grandchildren will grow up in a peaceful country and have to opportunity to study what they want in the future.

Sayed said the best thing about the class is everyday he learns a new thing that he can share with community members and his family. This helps him to stay connected with the community and connected with his grandchildren.

Aziza

Aziza is a new learner at the Dandenong Neighbourhood House, referred as part of our partnership with Life without Barriers. Starting just this year, in the Asylum Seeker Language and Literacy Program. She was born in Afghanistan. She came to Australia to escape Afghanistan due to the war and terror that makes her country very unsafe.

She came to Australia one and half years ago and it has been a tough journey. She doesn't have many family connections in Australia so has had to pave and manage her life direction on her own. Her resilience is astounding! She is creating a new life for herself and also starting to create a community connection of support.

She has linked with community and education services offered at Learn Locals, visited Chisholm Institute for future courses and joined a sewing class at SMRC. In the future she would like to pursue sewing as a profession and her dream job is to become a dress maker or tailor.

Aziza's learning goals are to improve her English language skills, learn about Australia and ultimately gain employment

garment construction. She is a keen learner attending the class regularly. She is also a kind learner, often lending support to other learners in Dari. She said the best things about the class are the opportunity to learn new things and to meet new people.

Aziza has become part of the City of Greater Dandenong community and we support her journey. She believes Australia is a country of freedom and step by step she is making her print in it.

Stephen



Stephen has been attending the woodwork program which is held in the Community Shed for approximately four years. Stephen attends Wallara, a local disability service and the men come to the Shed every Friday.

During this time he has made a number of items including a guitar clock, cutting boards and trays and platters, he is currently working on a serving tray and is already planning on making a small timber wheel barrow for 2 small pot plants. Stephen is one of a group of senior men who have a disability who get together, to socialise with other men in the group. What Stephen and these men achieve is truly amazing.

As well as learning new skills, they enjoy a chat about the football, cricket or any sport that is happening at that time. They also enjoy having morning tea cooked for them by the ladies group.

Stephen makes his own decisions as what his project will be for needs about the project. Some of the items Stephen has made, money to purchase more materials for his wood working hobby.

Well done Stephen you are truly a pleasure to work with.

Ian Wilshusen

Treasurer's Report



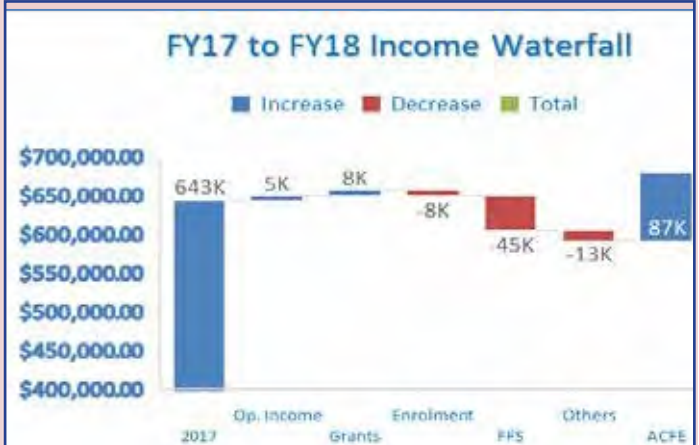
Gerard Francis

Dandenong Neighbourhood House has continued with a robust performance from 2017 into FY 2018. The funding sources are the same but with more organisations wanting a share of the available resources, it is a continuing challenge for procuring funds. Amidst these circumstances, the house generated a surplus of \$85,084 in FY18, compared to \$51,767 in FY17.

Income & Expenditure

Nett Income grew by \$35K from 2017

A breakdown of this growth is detailed below



1. The growth principally driven by a CAIF 9 and 10 program resulting in realisable ACFE income increasing by \$87K year on year.
2. Operational grants increased by 13K.
3. However, this growth was offset by a drop in the other income streams totalling 66K
 - a. Fee for service down by 45K: This drop in 2018 was due to recognition of a one-off opportunity in 2017 to deliver Jan Wilson Community Centre hours as they were closing last year.
 - b. Other Income down by 13K: With no reason 2018 has spare facilities which is receiving focus currently to prop up in FY2018.
 - c. Enrolment fees down by 8K: explained by an increase in the fees resulted in a rapid drop in uptake.

The House's overall expenditure for the year increased marginally by \$66K and in a way paying for the increased payroll and occupancy costs and board approved expenditures.

Financial Position

The House's cash at bank of \$852,499 and net equity at \$443,203 as of 30th June 2018. The house hence continues to invest in new governance, management, program and infrastructure initiatives to enable the house to continue to deliver much needed services to the community that we serve in Dandenong. The house will be well supported by an appropriate structure and governance that will see it serving the community in improved ways into the future. We would like to thank our funders, donors, community partners, staff and volunteers for their continued commitment to the organisation and we look forward to serving the community in the year ahead.

Gerard Francis
Treasurer - Board of Governance



Audited Financials

Special Purpose Audited Financial Statements

Dandenong Neighbourhood House Inc

ABN 48174227223

For the year ended 30 June 2018

Prepared by APL Financial Pty Ltd

Audited Financials

Committee's Report

Dandenong Neighbourhood House Inc For the year ended 30 June 2018

Committee's Report

Your committee members submit the financial report of Dandenong Neighbourhood House Inc for the financial year ended 30 June 2018.

Committee Members

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

Committee Member Committee Member

Desally Walliker

Ross Lim

Garry Porter

Sandra Ainsworth

Gerard Francis

Kathleen West

Principal Activities

The principal activities of the association is to provide opportunities to residents in the Dandenong area via support groups, education programs and community projects.

Significant Changes

There was no significant change in the activities undertaken.

Operating Result

The surplus for the financial year amounted to \$85,085.

Going Concern

This financial report has been prepared on a going concern basis which contemplates continuity of normal business activities and the realization of assets and settlement of liabilities in the ordinary course of business. The ability of the association to continue to operate as a going concern is dependent upon the ability of the association to generate a sufficient cash flow from operations to meet its liabilities as and when they fall due. The committee believes that the going concern assumption is appropriate.

Signed in accordance with a resolution of the Members of the Committee on:

Kathleen West



Chairperson

Date 26 / 9 / 2018

Gerard Francis (Treasurer)



Date 26 / 9 / 2018

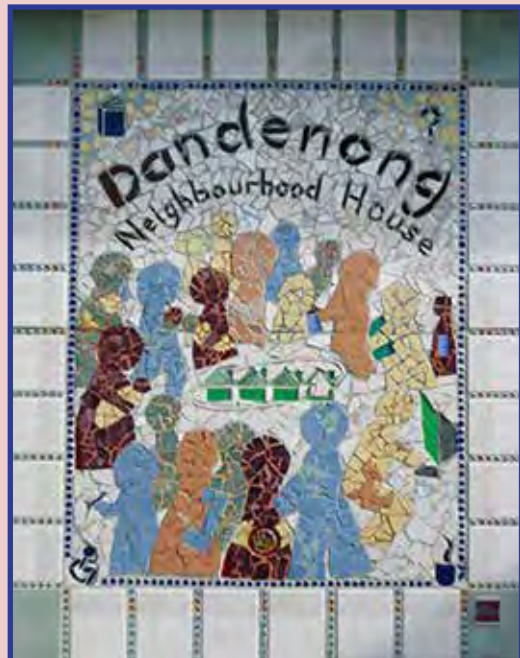
Audited Financials

Income and Expenditure Statement

Dandenong Neighbourhood House Inc

For the year ended 30 June 2018

Income	2018	2017
Bank Interest	1,517	1,139
CGD-Operating Grant	71,430	162,532
DHHS Co-Ordination Grant	75,489	71,508
Donations and Requests	10,063	12,841
Enrolment Fees - ACFE	19,016	21,474
Enrolment Fees - FFS	570	5,135
Enrolment Fees - Planned Grant	184	840
Fee for Service Income	52,971	97,862
Investment Interest	5,338	5,519
Membership Subscriptions	35	30
Miscellaneous Income	6,471	13,384
Program Funding	420,570	233,482
Room Rental	14,559	17,613
Total Income	678,212	643,358
Gross Surplus	678,212	643,358



Expenditure	2018	2017	Expenditure	2018	2017
Advertising & Promotion	5,382	660	Postage & Courier	431	498
Affiliation & Licences	4,928	7,055	Printing and Stationery	5,320	5,741
Amenities	1,692	3,936	Professional Dev. Expenses	1,092	1,219
Annual Leave Provided	5,023	249	Program Expense - Planned Grant	5,375	2,252
Audit Fees	3,400	3,000	Program Expenses - ACFE	25,054	18,076
Bank Charges	170	234	Rates	280	1,068
Building Repairs & Maintenance	2,273	7,124	Salaries - ACFE Teachers	213,879	141,241
Christmas Function	1,039	1,606	Salaries - Administration	74,402	73,579
Clow Street Utility fees	600	525	Salaries - Centre Management	68,973	71,065
Comp Equip/Supplies/Software	1,721	1,319	Salaries - Fee for Service Teachers	39,154	74,996
Conferences/Prof Development	1,724	409	Salaries - Planned Grant Teachers	7,992	24,208
Consultants		2,000	Storage Unit Hire	4,559	2,530
Contract staff	15,072	21,097	Sundry House Expenses	12,741	1,081
Electricity	4,554	4,056	Superannuation	38,369	34,578
Gas	612	572	Technology setup and support	420	449
Grant Expense	16,217	51,837	Telephone Fixed Line inc inst!	7,292	6,080
ISP Charges	1,000	1,000	Volunteer Expenses		3,940
Long Service Provided	6,125	7,584	Waste removal	2,042	1,842
Meeting Expenses	488	1,054	Water	1,566	1,245
Photocopier Lease & Maint.	8,126	6,375	Workcover Premium	4,038	4,211
			Total Expenditure	593,127	591,590
			Current Year Surplus/ (Deficit)	85,085	51,767

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.

Audited Financials

Assets and Liabilities Statement

Dandenong Neighbourhood House Inc

as at 30 June 2018

	NOTES	30 JUN 2018	30 JUN 2017		NOTES	30 JUN 2018	30 JUN 2017
Assets				Liabilities			
Current Assets				Current Liabilities			
Cash & Other Equivalents							
Petty Cash		300	300	Accounts Payable		17,875	6,124
BB Cash Management No 2		829	1,170	PAYG Tax Payable		15,305	16,518
Bendigo Bank Cash Management		524,667	268,668	GST Instalment Paid		39,724	23,177
Bendigo Term Deposit 1		248,846	170,083	Annual Leave accrued		7,518	5,016
Bendigo Term Deposit 2		77,857	76,282	Long Service Leave accrued		24,059	17,273
Total Cash & Other Equivalents		852,499	516,503	Time Off in Lieu		3,489	4,150
Trade and Other Receivables				Parental Leave Funds In Adv			1,646
Receivables		20,614	88,204	Total Current Liabilities		107,970	73,903
Total Trade and Other Receivables		20,614	88,204	Other Current Liabilities			
Total Current Assets				Program Receipts - In Advance		345,079	195,825
		873,113	604,707	Total Other Current Liabilities		345,079	195,825
Non-Current Assets				Total Liabilities			
Other Non-Current Assets						453,050	269,729
Computers		17,180	17,180	Net Assets			
Computers Accum Dep		(17,180)	(17,180)			443,203	358,118
Furniture & Fixtures Accum Dep		(4,968)	(4,968)	Equity			
Furniture & Fixture s at Cost		4,968	4,968	Retained Earnings			
Leasehold Amortisation		(21,895)	(21,895)	Current Year Earnings		85,085	51,767
Leasehold Improvements		21,895	21,895	Retained Earnings		358,118	306,351
Men's Shed		25,543	25,543	Total Retained Earnings		443,203	358,118
Men' s Shed Amortisation		(2,403)	(2,403)	Total Equity			
Office Equipment Accum Dep		(4,108)	(4,108)			443,203	358,118
Office Equipment at Cost		4,108	4,108				
Total Other Non-Current Assets		23,140	23,140				
Total Non-Current Assets		23,140	23,140				
Total Assets							
		896,253	627,847				

The accompanying notes form part of these financial statements. These statements should be read in conjunction with the attached compilation report.



Audited Financials

Notes to the Financial Statements

Dandenong Neighbourhood House Inc

For the year ended 30 June 2018

Summary of Significant Accounting Policies

The financial statements are special purpose financial statements prepared in order to satisfy the financial reporting requirements of the Associations Incorporation Act (Vic). The committee has determined that the association is not a reporting entity.

The financial statements have been prepared on an accruals basis and are based on historic costs and do not take into account changing money values or, except where stated specifically, current valuations of non-current assets.

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

Income Tax

The organization is income tax exempt.

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 association 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.

Impairment of Assets

At the end of each reporting period, the committee reviews the carrying amounts of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, an impairment test is carried out on the asset by comparing the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, to the asset's carrying amount. Any excess of the asset's carrying amount over its recoverable amount is recognised in the income and expenditure statement.

Employee Provisions

Provision is made for the association's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee provisions have been measured at the amounts expected to be paid when the liability is settled.

Provisions

Provisions are recognised when the association has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

Cash and Cash Equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks, and other short-term highly liquid investments with original maturities of three months or less.

Accounts Receivable and Other Debtors

Accounts receivable and other debtors include amounts due from members as well as amounts receivable from donors. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. Forth is purpose, deferred consideration is not discounted to present values when recognising revenue.

Audited Financials

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument. Dividend revenue is recognised when the right to receive a dividend has been established.

Grant and donation income is recognised when the entity obtains control over the funds, which is generally at the time of receipt.

If conditions are attached to the grant that must be satisfied before the association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

All revenue is stated net of the amount of goods and services-tax.

Leases

Leases of PPE, where substantially all the risks and benefits incidental to the ownership of the asset (but not the legal ownership) are transferred to the association, are classified as finance leases.

Finance leases are capitalised by recording an asset and a liability at the lower of the amounts equal to the fair value of the leased property or the present value of the minimum lease payments, including any guaranteed residual values. Lease payments are allocated between the reduction of the lease liability and the lease interest expense for that period.

Leased assets are depreciated on a straight-line basis over the shorter of their estimated useful lives or the lease term. Lease payments for operating leases, where substantially all the risks and benefits remain with the lessor, are charged as expenses in the periods in which they are incurred.

Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO). Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the assets and liabilities statement.

Financial Assets

Investments in financial assets are initially recognised at cost, which includes transaction costs, and are subsequently measured at fair value, which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

Accounts Payable and Other Payables

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

True and Fair Position

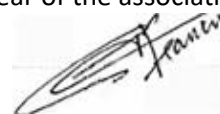
Dandenong Neighbourhood House Inc For the year ended 30 June 2018

Annual Statements Give True and Fair View of Financial Position and Performance of the Association

We, Kathleen West, and Gerard Francis being members of the committee of Dandenong Neighbourhood House Inc, certify that

The statements attached to this certificate give a true and fair view of the financial position and performance of Dandenong Neighbourhood House Inc during and at the end of the financial year of the association ending on 30 June 2018.

Signed:



Gerard Francis - Treasurer

Dated: 26 / 9 / 2018

Signed:



Kathleen West - Chairperson

Dated: 26 / 9 / 2018

Audited Financials

Auditor's Report

Dandenong Neighbourhood House Inc For the year ended 30 June 2018

Independent Auditors Report to the members of the Association

We have audited the accompanying financial report, being a special purpose financial report, of Dandenong Neighbourhood House Inc (the association), which comprises the committee's report, the assets and liabilities statement as at 30 June 2018, the income and expenditure statement for the year then ended, cash flow statement, notes comprising a summary of significant accounting policies and other explanatory information, and the certification by members of the committee on the annual statements giving a true and fair view of the financial position and performance of the association.

Committee's Responsibility for the Financial Report

The committee of Dandenong Neighbourhood House Inc is responsible for the preparation and fair presentation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Victorian Act and is appropriate to meet the needs of the members. The committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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

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

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

Opinion

In our opinion, the financial report presents fairly, in all material respects, the financial position of Dandenong Neighbourhood House Inc as at 30 June 2018 and its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the requirements of the Victorian Act.

Auditor's signature: Jon Griffin ASIC Reg'd auditor No 8056

Auditor's address: Apl Financial Pty Ltd, Level 1, 32 Business Park Drive, Notting Hill Vic 3186

Dated: 26 / 9 / 2018

Certificate By Members of the Committee

Dandenong Neighbourhood House Inc For the year ended 30 June 2018

I, Gerard Francis being a committee member certify that:

1. I attended the annual general meeting of the association held on 27th November, 2018
2. The financial statements for the year ended 30 June 2018 were submitted to the members of the association at its annual general meeting.



Dated: 26 / 9 / 2018

Administration and Business Services

Whilst compiling the Administration team'

participate in at Dandenong Neighbourhood House.

The administration team provides a friendly face to greet each learner, volunteer, as well as those who visit the House seeking information or guidance or sometimes just for a friendly chat or to simply get something off their chest.

Many new projects continued throughout the past year with various deadlines that were required to be met. Both Carol and I worked with in a timely manner.

Administration team worked at keeping

between Jenny Administration team is also vital and members of both teams strive to ensure that the lines of communication are kept open and there has been a number of operating procedures implemented to ensure this happens.

Carol and I work well together as a team and without Carol's input the does.

The administration team looks forward to a successful and stress free 2018 / 2019.

Susan Paisley



Jenny Shepherd
Finance



Carol Campbell



Susan Paisley

Administration



Staff Story

Carol Campbell

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 teacher.

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 which I applied.

Tuesday and Thursday. One of the permanent staff went on study leave and I into the position and I wanted to gain more paid hours.

I have enjoyed volunteering at DNH very much, meeting new learners and teachers. I have always liked to help when I am

I have learnt new skills and I now work two days a week and still volunteer one day a week. Between my position at DNH and the school I have a very busy week which has been great for my

My highlight of my employment at DNH was when I was selected as Employee of the Quarter.

Community Development

What is Community Development?

Community development is a process where organisations support community organisations to identify issues and then work collaboratively to improve the skills and opportunities for their members leading to the strengthening of their community.

Community development engages and empowers community members and creates stronger and more connected communities.

The broader community play a vital role in supporting successful learning outcomes for our learners and their communities. DNH has developed a framework to engage with communities working together to build their communities through engagement, skills development, learning and the creation of community wellbeing.

The building of meaningful partnerships are those where our organisation and the community work together to focus on learners learning. Community engagement that is effectively focused on learning can deliver powerful outcomes one of which can be employment and empowerment of their community while also building capacity.

Ensuring the correct type of engagement happens right from those to know that someone is listening to what they are saying.

About 70% of our work each year is about community development and giving back to our communities that are in need and creating opportunities for everyone to make positive changes to their lives.

The education and life long learning of our communities is a shared responsibility economy as a whole.



The quality of these relationships will determine the quality of the learning. community engagement to make a positive difference in our learners' education.

We have now been working with this framework for 3 years now and it has produced some very exciting results and the engagement of some very disadvantaged groups who are now working towards a new and positive future.



Community Development

Family Learning Partnerships

"The earlier parents become involved in their children's literacy and learning practices, the more profound the results and the longer lasting the effects." "By focusing their study on their children and their roles as parents, families can develop skills and understandings about dispositions for learning and early literacy development, and through this become more conscious of their role as children's first and most influential educators."

(page 18. Family Learning Partnerships Literature Review – June 2012. DEECD)

Family Learning Partnership program is running successfully at following two primary schools:

- Rosewood Downs Primary School
- Wooranna Park Primary School

The FLP is program that encourages engagement, growth and skill development of the parents in some of our most disadvantaged schools. The impact of the program in last 12 months has been substantial and has potential to expand further.

Parents have been able to build friendships and increase their social networks. This is a substantial positive outcome of the program. Parents from various cultural and language backgrounds have demonstrated wonderful team spirit. The increase in social participation of parents has made a positive impact on the engagement and the learning of the children attending school.

In initial planning and development stage participant needs were analysed by conducting an extensive survey. Efforts were also made to understand their needs by research, speaking to school administration and parent community.

In the design and delivery stage, the program was adjusted to make . It's an absolute delight to see how parents have been engaged and have taken ownership of the program. They have developed a sense of belonging to the program, the school and their wider community. Parent learners have actively participated in the program, shared their experiences and knowledge.

Both parents and the school community have shown concern about the future of the program. Our funding is available only till end of the year, questions are raised about continuity of the program.

English Program - We noticed a number of learners had limited English. In Term 2 an English program with Sobana on Fridays started to improve the language skills of the parents. So far we have 8 parents attending and more to follow for Term 3. Sobana is teaching basic

English for 2 hrs a week on the Friday. This program is integrated with other FLP programs eg: the English program comes out and writes on all our labels for planted items during the gardening program.

CFA Dandenong and Dandenong HQ CFA Nada who is the MLO – A at HQ in Dandenong as well as Steve Corrigan who is the Educational Coordinator for the South East region for HQ CFA Providing Fire safety for our learners and basic knowledge and safety around the house and with children. Learners are presented with a

Cupcake Day – parents helped make and decorate 450 cupcakes and the parents sold them at the market day at the school. Using the
nce to decorate a large amount of cupcakes

Soup Day – we held a soup day on the 15th June 2018 – 8:30am start. 350 serves of soup to be served for 10am morning tea. This Soup day was part of a Kids Matter event on Empathy and a Fund Raiser for The Resilience Project, 'Breaking the Poverty Cycle in the Solomon Islands'.

Family Learning Partnership program ran a Soup Kitchen, and served to all students for morning tea.

We had 305 students, 30 staff and 18 parent helpers, so approximately 350 people at the most for a small cup of soup. We got a tray of Vegetables donated from local supermarket. We also got a nice donation of Vegetables from Foodbank and items from the garden.

The soup was to be vegetable only with fresh ingredients so we do not have to worry about vegetarians, halal and allergies.

Substantial work, time and resources have been invested to bring the program at a functional stage. Continuing funding will ensure that impact of the program is maintained.

House had a great learning and work experience.

Susan (volunteers) this project has been very rewarding as well.

Sharon Ramsay



Community Development

Family Learning Partnerships

Rosewood Downs Primary School, North Dandenong June 2017

In our initial meeting Sharon met with Deborah (Leading Teacher at Rosewood Downs). Family Learning Partnerships closely connected to KidsMatter (positive school community, working with parents). Met again with Rosewood Downs Principal. Did get some negative responses from some staff – won't work! We knew, as part of KidsMatter, we would make it succeed! Began with Sharon and Deborah planning.

All sessions included Dandenong CFA Fire Safety with Nada

- First Session – Cup Cake Decorating. One parent deaf, with deaf husband, face timing her husband to show her cake decorating skills! Followed with second Cup Cake Decorating. Great response as families interested.

Parents and friends became involved, taking a level of ownership. Responsibility being shared...it just happened, not planned.

Flyers sent home. Personal invitations before and after school

Pre schoolers and toddlers welcome. Space to play, building blocks and drawing. They just love it and are learning independence, don't need parents!

- Healthy Lunchbox Ideas – promoted with families to be inclusive – Dads and Grandparents.
- 20 Minute Meal Ideas. Our multicultural community really began getting involved. Learning English was authentic as they became more involved in sessions.
- International Meal Ideas. Group really became established. Cooking foods from their culture...participants were beaming with pride as they served their food!!! They also took food up to f. Establishing relationships in the



become more positive and involved in the Rosewood Downs Community.

- Children's Market Cup Cake Stall – Neighbourhood House team baked, decorated and ran the Cup Cake Stall at the market.
- Cakes and Slices Session
- Grade 6 Graduation – Neighbourhood House made the desserts. Mini Pavlovas and delicious slices.
- End of Year Celebration Lunch and Dandenong CFA visit and presentation. AMAZING! Parents cooked a delicious multicultural lunch for Dandenong CFA and all Rosewood Downs staff. Everyone joined together during lunch, fabulous community feeling. Rosewood Downs students saw the Fire Engine and Fire Fighters. Media coverage in CFA magazine.
- Rosewood Downs end of year Thank You Morning Tea for helpers. Neighbourhood House invited. Donation made on behalf of all helpers to Victorian State Schools Relief.
- Planning Meeting for 2018. Established Planning Team. Sharon and 4 – 5 regular parents helpers (multicultural, some little English) and 2 Parents and Friends Committee Members.
- Planned for 2018. Needs coordinators (Sharon and Deborah) but team does a lot of the organisation and work. Many people with enthusiasm makes Neighbourhood House work.

2018

Invitation to local pre school parents to some events.

- 2018 Kids Matter Special Day – Proud to Belong. Neighbourhood House Lunch: 'Build a Wrap'. Lots of helpers involved as they were able to visit their child's unit to help with lunch. Lots of food donations from Sharon and Food Bank and Woolworths.
- Healthy Lunchboxes. This time run by the parents as they shared their lunchbox ideas, many multicultural or home grown produce.
- Community Garden Planting with Ann from Dandenong Bunnings Warehouse. Bunnings donated over 300 vegetable/herb seedlings. Produce picked either to cook at sessions or shared to take home. Members pickled beetroots and olives and brought back to share, delicious! Pre Schoolers loved joining in the planting.

Community Development

- Community Garden maintenance sessions, weeding and pruning.
- English Language Classes – Weekly, either as stand alone sessions or combined with planned events. Sobana is our English Language Teacher.
- Kids Matter Special Day Empathy - Soup Kitchen. Neighbourhood House prepared, cooked and soup for all students and staff. Gold Coin donation. Money donated to Solomon Islands, Breaking the Poverty Cycle, as part of the Rosewood Downs partnership with The Resilience Project.
- Cup Cake Stall. Neighbourhood House baked and decorated Cup Cakes for students to purchase. Fund Raising for school.
- Interest in Personal Training group. Legal implications still being follow up. Starting with walking group.
- Hosted 17 University of the Third Age visitors to a Cultural Cooking event. Visitors travelled from Alexandra, in North East Victoria. Multicultural cooking demonstrations. Community Garden visit. Dandenong CFA Fire Safety display. Cultural lunch prepared for both visitors and Neighbourhood House. Everyone sat together at a long table to enjoy an amazing and delicious lunch! Feedback from our visitors was how authentic and enjoyable the experience was.
- Latin Night with over 400 community members attending evening with music provided by Hector, our school cleaner, and his band. Neighbourhood House baked slices for dessert.
- Free Snack for Students - Neighbourhood House prepared and served a Spaghetti Bolognaise free snack for all students.
- CFA Fire Safety, Supporting our Farmers through a Fund Raising Event and Drought Angels.

thanks to the involvement from Sharon and Neighbourhood House. Neighbourhood House is becoming embedded at Rosewood Downs and making a positive difference to everyone.

Thank you Sharon and Neighbourhood House.

Deborah Lucas

Principal - Rosewood Downs Primary School



Neighbourhood House has evolved over time but has quickly gathered momentum. Rosewood Downs is now seen as a Community Hub,



Community Development

Learner Engagement Program

LEAP is now in its second year at Dandenong Neighbourhood House and is an initiative of the Adult, Community and Further Education Board (ACFE), who are trying to address the issue of the amount of time that it takes to engage disadvantaged communities that DNH works with.

pathways into pre-accredited training, their barriers to learning can be addressed prior to entering into a full pre-accredited program.

LEAP's objectives are to:

- improved engagement with pre-accredited training programs for adults who face barriers to training
- provide engagement activities linked to pathways to further training or employment
- strengthen pathway outcomes for learners facing barriers to training, by building the skills and capabilities necessary to participate in further pre-accredited programs or accredited education and/or employment.

LEAP is a series of short programs and could not run without the assistance of other teachers at Dandenong Neighbourhood House, such as Sharon, Rod, Michelle, Dianna, Sobana and Sarita and I couldn't be more grateful to them all for their assistance in making this project a success.

Over the past 12 months we have been able to develop some meaningful partnerships in the local and surrounding areas and this continues to be pivotal in LEAP's success.



Some of our partnerships include:

- MyTime
- Rosewood Downs Primary School
- Woranna Park Primary School
- Good Start Early Learning
- Wise Employment

This year Sharon continues her work with Rosewood Downs Primary School who has been running a series of classes to engage Mothers and carers of young children attending the Primary School. Sharon has done a brilliant job of listening to the learners needs and creating a program suitable to meet these needs.

This year Rosewood Downs Primary School has also introduced an English class which Sobana delivers every Friday within the school grounds

Last year Rod worked in partnership with Wise Employment to run two programs under LEAP, What Can I Do for Work? and Pathways to Employment Online, these classes were very successful, and Dandenong Neighbourhood House hopes to be able to deliver more of these again next year.

Our partnership with our MyTime groups has grown this year from 2 to 5 groups and has been a brilliant opportunity to offer these carers the opportunity to participate in a variety of activities based around their expressed interests. These sessions have been well received and we hope that this partnership can continue into the future.

LEAP is an exciting project to work on and I can't wait to see what the remainder of the year brings.

Marnie Harris



Community Development

Dandenong West Primary Project

DNH Community Shed has been working with Dandenong West Primary School to beautify their education bike track that is used by primary school students to learn and apply the road rules when they are riding their bikes on the road. The track was initiated by the Education Department and the school wanted to make the track more like a neighbourhood street. So Ivan from the school contacted our Community Shed to see how we could make this project happen. The City of Greater Dandenong Response Grant funded the materials for the project and with recycled pallet wood the project started to take shape. This quickly became a larger project and the Community Shed group started to research different types of structures that they could create/build.

The school has ordered 12 replica buildings to be placed on the track. Dandenong Market donates the pallets for the Community Shed program to pull pallets down to start the project. Members of the group researched a range of different structures that could be built to make the track look like a normal neighbourhood street. So there will be houses, bus stop, shop front, picnic and park areas all built to be safe for the students to play in at recess times also. The replicas will be painted in nice bright colours by the parents at the school and installed in cement into the ground to secure them.

We have two structures completed and now trying to source a supply of colour bond for the roof. One building has been installed, progress is slow as we have limited space within which to work to get these

ects
ct. The

school will organize the painting and decorating of each structure so that the students and their parents can become involved.

This is a fabulous project that showcases the skills of our learners to the community.



Training and Employment Pathways

Pre-Accredited Training

Dandenong Neighbourhood House has almost a decade of experience in assisting individuals and community groups to meet their full potential through the delivery of non-accredited training programs, professional development events and educational resources to meet a wide range of learning needs.

The Department of Education and Early Childhood Development works with local organisations to plan and deliver the most responsive programs to the local community and to identify the most affordable solutions to meet organisation's needs, recognising the reality of tight budgets in community services.

The use of partnerships in training offerings, which began in 2013,

Neighbourhood House's role as a learning centre. It has resulted in a ^{has paved} way for new approaches to meet the sector's changing needs. Engagement strategies with learners focused on improving outcomes, choice and independence for learners.

Through funding received from the Adult Community and Further Education (ACFE) to conduct our training programs, we are able to provide pathways to employment, further study and community connection. We continually endeavour to advance the training that we provide by monitoring each program at the end of each term. In the past few years we have approached new organisations to utilise their facilities to accommodate the increase in the number of programs that Dandenong Neighbourhood House provides and there are plans to further increase this capacity in the future.

English as a Second language, Information Technology and skills development pre-employment programs such as Industry Taster programs proved to be popular areas of training in 2017-2018. The delivery of these programs has enabled many members of the community to develop lifelong learning skills. We are very grateful to our



staff and know that they can achieve whatever they want to! We achieved a total of 43901 SCHs outcome of student contact hours for 2017, his included our LEAP and Asylum Seeker funded programs.

Training Programs

- English as a Second Language (Basic through to Advanced);
- Computer Programs (Basic through to Intermediate);
- Landscaping Basics;
- Visual Arts Basics;
- Introduction to Hospitality;
- Pre-employment
- Industry Taster Programs
- Furniture Making Skills

Vision for the Future

Over the coming year we intend to build on our 3D modelling and printing programs along with the new Introduction to Coding and Robotics. Staff are always keen to implement new programs that are both innovative and cutting edge so they are exploring Drone technology and CNC technology.



Community Garden

There has been a number of learners successfully completing their 'alumni' as a result of their involvement. With interest from other community groups in sharing the garden coming in, we are looking forward to a busy spring.

ferent elements of the garden. Along with the pizza oven, we have installed the Hangi though we learned that it was destined for use in Summer when water levels were a little lower.

The greenhouse has been rebuilt with recycled timber that was donated from the Sky Rail projects. We have been planning and designing a lumber drying Kiln that uses a solar collector that we will be building next term to increase our capacity to process salvaged timber for projects in the garden and the workshop. We installed a rainwater tank to catch storm water from the workshop roof, along with strip drains around the place to help with drainage. The compost has been producing great new soil and a new vermi compost bin has been built to accommodate kitchen scraps from the house and create some lovely new worm juice for the garden beds.

As always we welcome new members joining the garden, there is room to share and we have recently added spaces for fruit and ornamental tree cuttings and wood storage spaces for salvaged timber

This year we will be building upgrading all the raised beds along the back with recycled timber and adding bird netting, as well as completing construction on the solar kiln. Over the next few months we will also be adding a variety of native and/or perennial edible plants around all our fruit trees to move us closer toward a true food forest. With the winter crop due for harvest, germination of seeds and planting of the summer seedlings will begin soon and we invite everyone from the wider community to join us for a new season – or at least for a BBQ with a fresh garden salad.

Ayush Gupta
Teacher



Ayush Gupta



Learner Story

Robert

This year for the report, one of the learners, Robert, volunteered to write a report on the program. Robert has been a part of the program over the past few months with some editing assistance from the teacher, Ayush, this is his take on the program;

On Tuesdays, a great program runs in the Community Garden based on helping those that comes through the door, whether it is learning new skills that they are not familiar with or socialising with a group of new people. It builds up people' practical iteration of projects with the assistance of the teacher.

There are three primary outcomes achieved through this program, ntry projects in the home as a result of the experiences and learnings taken throughout the program. The second is achieved by creating a f and their peers, there are positive outcomes for members of the group with regard to their mental and physical well-being. The encouraging and the feeling of belonging environment in the garden allows learners to feel safe enough to discuss things that are making life hard or to ask and pursue the help they may feel they need.

The third outcome is the garden itself, which continues to grow, the new solar kiln for drying timber and upgraded raised garden beds have recently been completed and are ready for use just in time for Spring. While some of the garden beds are being used by the community, there is still much room to accommodate more – with a new season of fruits and vegetables being planted and a greater variety of cuttings from existing trees being available hopefully we will see more participation from the community over the coming months.

I would like to share a little of my story and outline my experience here at Dandenong Neighbourhood House (DNH) as part of the

landscaping group in the community garden. Despite living in the area for a year in the program by a case worker a few months ago who told me about the program at DNH as a potential location for me to be involved in. With the alternative programs presented, as lawn mowing, I chose the community garden because I have always wanted to do some sort of landscaping work throughout my teenage life and this seemed like an opportunity to take a step in that direction.

I was born in a town in southern NSW called Albury but moved to Melbourne VIC at a young age, my ethnic background is Australian. While I have been in Australia all my life, growing up I moved around a lot but have never lived in a place like Dandenong till this last year and I must admit it is a beautiful place to live. I like that there are many different cultures here and the convenience of being so close to everything as there are a lot of different things to do in this area.

I have been participating in the landscaping program every Tuesday for 2 and half month's now – and since discovering the community lunches that take place on Wednesday, I have also been visiting the house for a feed and taking the advantage of the food bank programs which have been helpful with saving money to put towards bills, rent or buying gifts for my daughter.

What I get out of coming here every week is the enjoyment of the hands on work in the garden and learning new skills as my goal

coming to Dandenong Neighbourhood House will help me reach my goal because it is getting me back into a work routine and also letting me try my hand at different activities that may be asked of me as a landscaper. I've found that coming to DNH helps me face my challenges of anxiety and depression through what I would call garden therapy and socialising with other members of the group in the garden, some of whom are facing similar challenges. I feel the programs and the interaction with other people is the great part about and in a very good mood.

Community Shed

On Mondays we run a program for men from a local community organisation called Basic Furniture Making Skills. The learners attend for the whole day and enjoy working on community give back activities. The learners have found that the program enhances their employability skills and for some they have found a new avenue leading to employment. This program prepares materials for other shed programs and works on projects and that come in from other community organisations.

The learners have created some amazing projects. They have made timber tabletops, one of which is currently displayed in the foyer of the Dandenong Council building, others are sold to inject funds back into the program. We are currently in the process of making 12 small buildings that will be used on Dandenong West Primary School's learn to ride program track, where school students learn the road rules for riding their bikes.

The learners in this program are learning skills that they can either use at home or for developing an employment pathway. They develop skills in OH&S procedures, woodworking techniques and social skills. They take a great deal of pride in their work and it shows in their product. Many learners have put hours into their work and it's great to see the skills and motivation and the belief in their own abilities they have gained.

Ryan Harris

On Tuesday, the Community Shed is open to the public and they come from all walks of life around Dandenong area. One learner is happy to travel from Lang Lang to attend the program every Tuesday. The oldest learner is a 72 years old lady who likes to carve and draw.

Some of the learners have been attending the program for more than



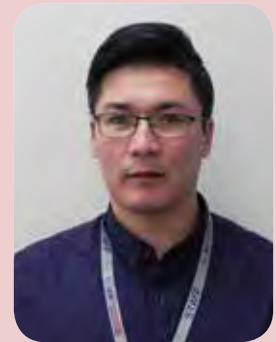
Ian Wilshusen



Ryan Harris



Tim Chen



Atiq Abed



2 years. They are happy to put their ideals and design to work every week. It is wonderful to see their smiles on their faces each time they take home the completed projects. Learners' projects included bread boards, a small coffee table, high back chair, keepsake box, turned mallet, bowl, weed pod, carved spoon, baseball bat, rolling pin, turned tea light candle holder, toy guitar, bird house, letter box etc.

Mary is a learner who just likes to make stuff for her family members and friends. Each week she will discuss the next week project with the teacher.

Mary and pre-cut blanks so that she can proceed to assemble the project. Last week Mary has made a small coffee table and this week two big breadboards for her friends. Each completed project is next two weeks talking point for Mary.

Tim Chen

Thursday shed program is for asylum seekers funded by a grant from the City of Greater Dandenong Council. The program is made up of Rohingya, Vietnamese, Burmese and Iranian people. The program

nd employment as most have not worked in industry or the Australian work force as they have come from substance farming or similar. The group has been learning to identify hand tools including battery operated tools such as drills and torque guns for screwing.

This group has very low English language skills and the program teaches English just as much as woodwork skills. I have seen this group follow simple instructions to perform a task, we have worked on one of the community projects the Shed is completing for Dandenong West Primary School it is a pretend service station that will be placed on their bike education track for the children to play in as well as have obstacles to make them more aware when using the bike track. It's not completed yet, it still needs to be painted and have a roof put on using some metal roof sheets which we have. One learner has made a serving tray and could be used to hold spices etc in a kitchen.

Community Shed

A few weeks ago we did some gardening at the front of the house trimming plants tilling the soil and a general tidy up, it came up looking good. We are now working on a timber foot stool and two cutting boards. This is a very diverse program and keeps me on my toes but it is good to see the men developing language skills as well as their woodwork skills.

Ian Wilshusen

Friday's Shed program is disability group of senior men from Wallara a local disability organisation. The men have a great camaraderie with each other. They are a pleasure to teach, work with or just help on their journey in life the ages are 60s to 70s with mental and physical disabilities.

We mainly do craft size projects such as serving trays which are a huge success we have made AFL ladder board name plate for a wooden plane, a fast and furious model car replica, you name we have done it! The men make their own decisions as to what they are term, some take longer everyone achieves at their own pace.

We are at the moment making a three tier pot plant stand and in the process of designing a CD case we have lots of laughs and conversations about the world around us which is good for the inner soul and social skills development.

Thank you to Cathy who is our rock and she supports the men, she comes every week and assist me to ensure that the men achieve what they want to achieve. Do not know what we would do without you Cathy.

Ian Wilshusen



English as a Second Language

ESL - Level 1

The English for All program is a group that has been developed in consultation with a partner organisation. Case managers working with the group found it had to communicate due to their low language skills. The learners in this class have low level English and a mixture of skill levels and the goal is to build on existing skills and to improve functional English in all four areas: reading, writing, listening and speaking. new employment and also to fully participate in their communities. Employability skills such as Communication, Teamwork, Learning and Self-Management are embedded into the program.

Outcomes for this program include:

- Be able to give basic personal information - written and spoken (name, address, family etc)
- Participate in social conversations
- Use English in common community situations
- Be able to ask and respond to simple questions
- Be able to read short simple texts for own interest or for practical purposes, increase vocabulary
- W purposes eg. An email to a friend
- Be able to understand more of what they are hearing. (new vocabulary).

Many of the learners in this group are not used to being in a room or participating in a learning program. The learners are bonding and recognising their shared experiences are similar. This was something I encouraged, pair work activities, information gap activities where learners have to work together to complete the task. This has led to extra conversational opportunities to work on their speaking and

learners are gaining from this program.

Sarita and Greshema



Sarita Kulkarni



Greshema Kulkarni



Devi Torpy

ESL - Level 2

This program runs every Thursday from 9:30 to 12:30, where a group of learners with diverse cultural background come together to improve and strengthen their English Language.

In this program, the learners have learned a range of four learning skills i.e. reading, writing, listening and speaking. The lessons are prepared according to the learners needs of the differing levels of English competency present in the group.

Throughout the course, I have observed and witnesses the learners progress and achievement countless time by seeing them understanding and improving the English Language. With the help of the volunteer, I started to create the simple worksheet which could enable them to read and write and understand the basics things. It has been great to see the learners every week, who are very keen and speaking in English as well as improving their grammar, spelling, reading and writing skills.

Sobana Hanif

Dandenong South Primary School

DNH has been delivering ESL training at the school now for about 4 years, the ladies have progressed well and this year they were keen to extend their literacy skills to digital literacy.

A basic computer skills class for parents at the school began. This program runs every Tuesday for a period of two hours from 9:30 to 11:30. This program is unique and operates both as a classroom and a playgroup.

The purpose of this program is to provide the learners with the great opportunity to learn the basic skills of using the computer and advancing their language skills as well. Basic computer class consists of women with different levels of computer skills some have little to



English as a Second Language

no computer skills and others already have some basic computer skills and can already use the internet, email, use of social media i.e. Facebook, Instagram and most of them use their mobile phones for these tasks.

So, in the computer class we have concentrates on using Microsoft word including typing, cover letter using different formats, resume, attaching documents to emails, organising emails, basic Excel, creating PowerPoint presentation.

Throughout the program, we have found that some learners are struggling to use the computer as they have little to no English skills. With the great help of volunteers and school staff, we were able to start focusing on teaching the English Language skills while using the computers as the same time.

It has been a great experience for me to teach this class and I really enjoyed it! It has been great to see the same learners every week who are very passionate and always ready to learn about basic computer skills.

Lastly, I would like to thank the volunteer team, Angela, the school staff who helped me to look after the children and Khansa with one-on-one support to help the learners with improving their English and Computer skills. The Volunteers and school staff are very supportive throughout the program, and the help they provide the learners has ensured everyone has achieved something.

Sobana Hanif



Mystica Perera



Sobana Hanif



Advanced Literacy

The Advanced Literacy program is delivered to EAL & Literacy learners with good oral communication skills who wish to improve their reading, writing, spelling, grammar & research skills. The learners are all as those who have completed or are completing accredited courses here Australian native speakers

English.

Australian, Indian, Sri Lankan, Vietnamese, Indonesian, Ethiopian and Iranian learners form the group. They share food, recipes, and make presentations of cultural practices. In March this year they volunteered and also participated in the international dress parade at the CGD Harmony Festival

While improving their communication skills in English, learners form friendships and social connections. Learners with better IT /English skills assist others during lesson. Participation in community events and networking helps to gain employment. Being enrolled in the program provides pathways to further study, volunteering as tutors at community libraries & volunteering at other community organisations.

A kidney specialist from Sri Lanka who had passed the Australian Medical Council examinations required to pass the Occupational English Test, in order to practice here. She had been unsuccessful a few times and enrolled in the program to get assistance. At the end of last year, she was successful, I due to her persistence and is now registered as a doctor in Australia.



The learners were fortunate to be invited to participate in a story project organised by the CGD libraries. They interacted with NPCC tutors and learners at workshops facilitated by a professional story teller, over a period of 6 weeks and enhanced their narrative skills. The "Our Stories" project will result in a booklet of stories and a CD funded by the library to be launched in the Adult Learners'/ Literacy week in September.

While providing a network of friendship and support for each other in times of illness and need, learners from culturally diverse backgrounds and native speaking literacy learners, learn together, teach each other; supporting, inspiring and sharing experiences.

Thank you -Mystica.

English as a Second Language

Asylum Seeker Literacy Program

The Language, Literacy and Employment Preparation program for people seeking asylum has helped and supported some of our most vulnerable community members. There are approximately 8400 asylum seekers living in Victoria. The City of Greater Dandenong is home to approximately 2000 of these asylum seekers, making it the largest in any Victorian municipality.

DNH has a commitment to respond to the needs of our community members and it's a commitment we act upon. Our recently developed partnerships with Chisholm Institute and Life Without Barriers has allowed us to work holistically and collaboratively with other service providers. Together this has led us to develop meaningful and engaging education and employment pathways for our asylum seeker community members.

Local community leaders that have since also become part of the process. We thank-you for reaching out to the asylum seekers in your community and being their voice; as they start to develop their own.

A further acknowledgement to all the DNH team. You have improved these asylum seeker's English, enhanced their computer skills and provided much needed industry experience in woodworking, barista and hospitality skills. More than that you have said 'welcome' not only with your voice, but with your heart.

To our new learners – at a stage in your lives where you face many uncertainties we hope the classes are not only providing you with skills, but also with hope, strength and resilience. We stand beside you and support you on this journey.

The "Dandenong Neighbourhood House" runs a program that provides skills related to English and Computer skills.

This program focuses on Refugees and Asylum Seekers, this program started at the beginning of July and August 2017. This program is designed to be tailored on the needs of the learners. A large majority of learners are those who have been or are at risk of being isolated from the Australian community or local communities due to lack of basic English skills.

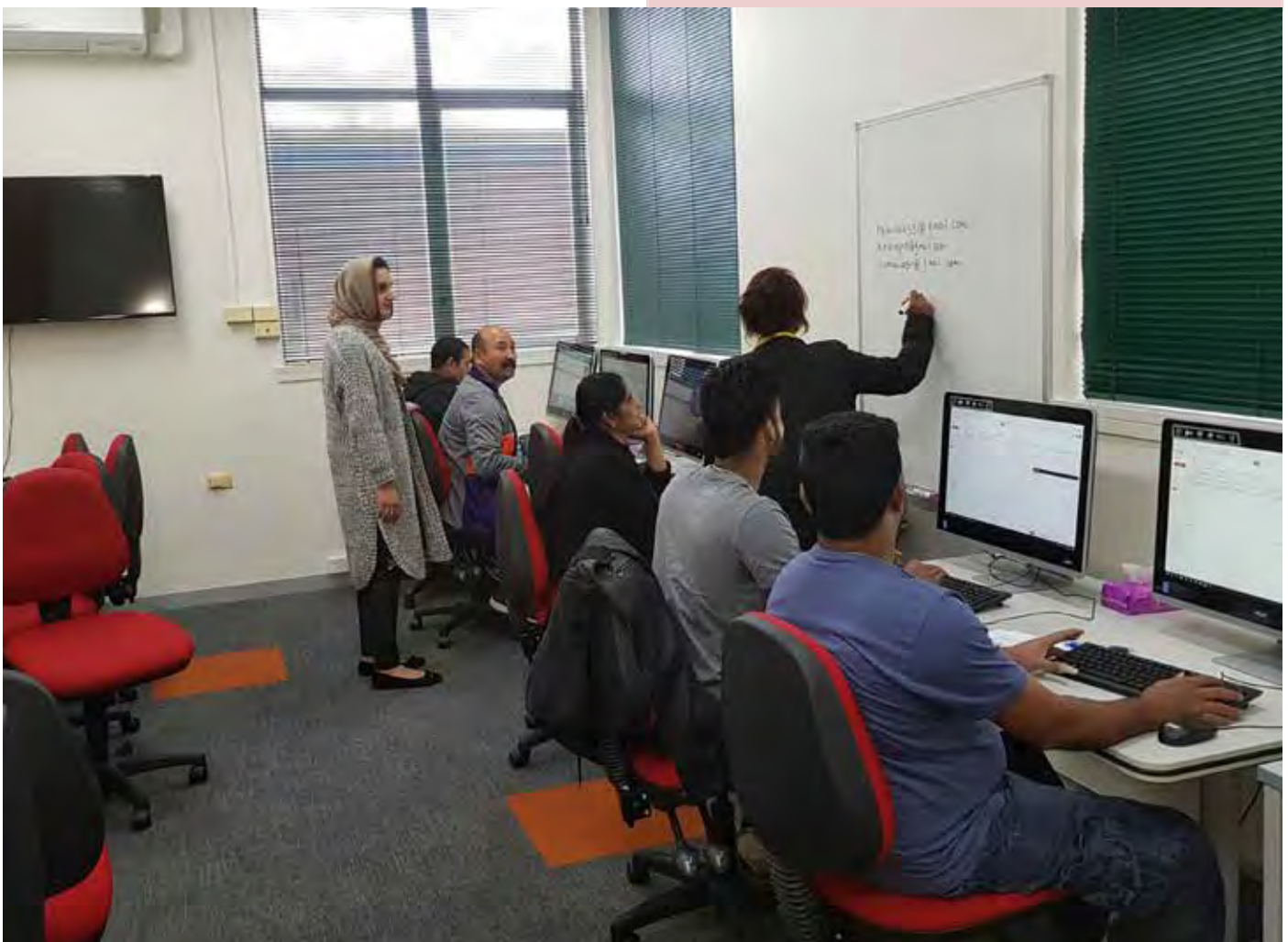
The purpose of this program is to improve the learners' in social engagement and hopefully lead them to further study and/or employment opportunities.

The program focuses on refugee and asylum seekers with the aim of writing basic English skills while learning about the Australian way of life to assist them to settle.

The program started with only three Learners and this has grown to seven Learners in the ASLP.

The Education Department program has also grown to eight learners who are very interested and committed to the classes. The learners have shown a lot of enthusiasm during class and talk positively in the community which has encouraged others who may not have been as

The learners have been engaging in a variety of activities in the class other than just basic English. The other activities that the learners



English as a Second Language

Asylum Seeker Literacy Program

have engaged in are Microsoft Word, learning how to create their own email address, how to send and receive emails, basic programming and robotic programming.

The learners also do a range of practical activities, such as classroom questions around the learning material, basic conversations, group work including role plays to familiarise the new settlers with the Australian culture and social system.

The learners during the role play are taught things like how to access public transport, how to access legal services, social and medical services if required, the learners are also shown how to search for their ideal job and apply for it and about the education system in Australia.

I have the pleasure of being able to communicate in a variety of different languages such as Dari, Hazaragi, Persian and Urdu dialects. I have found it has helped the learners to engage, participate and interact comfortably in both writing and speaking during the program.

Atiq Abed



Diana Lambropoulos



Atiq Abed



Hospitality

Community Tucker

This program provides smells aplenty which have been known to linger throughout the Dandenong Neighbourhood House for the whole day. The program runs every Monday with delicious delights that are discussed, planned, cooked, baked, and served by our learners at the Community Lunch each Monday.

This program is attended by women from all walks of life and are part of the daily routine creating appetizing tucker from mystery box items that have been donated to the House from the local food bank located in Dandenong.

This puts the learner's skills to test by cooking on a budget and with only ingredients that are available on the day and encouraging them to create inspiring new menus which are produced every week, the ladies' resource different recipes and ideas from the available ingredients.

Below is some menu option's that have been created.

Menu Example

Vegetarian Options Are Always Available as well.

- Vegetable Soup
- Vegan Boston Beans
- Chicken and Vegetable Soup
- Chicken and Carbonara Fettucine
- Cream Cake Served with Fruit Compote

Every week there is a community morning tea which is prepared for the next day providing support to the baking group that does this on a Tuesday, some of these items have been Chicken Pot Pies and

Each term the learners come together and choose a community fundraiser to help raise funds and donate the proceeds to, this encourages them to participate and engage in the community while



gaining a sense of belonging and achievement.

Due to these efforts other hospitality programs took part as well contributing towards the baking of cupcakes to help raise funds. The learners chose the RSPCA for all animal lovers, with approximately 200 cupcakes baked and brilliantly decorated, these were then sold off and a total of \$162.00 was proudly raised and donated to the RSPCA on behalf of the Dandenong Neighbourhood House.

This program ensures the learners develop employability skills inclusive of social skills, teamwork, self-management, organisational skills, hospitality skills, cleaning, rotating stock, resorting cupboards, contributing to the learning community at the workplace and along the way enjoying a delightful feast.

A Recipe Book is currently under the way where the learners have been transcribing all the recipes they have created or found and will be made available to the local community for sale, which will also provide additional funds to ensure the longevity of this fun and engaging program.

The Volunteers are undoubtedly amazing and constantly amaze us with their timeless efforts and endless support that they illustrate and provide to the all learners and staff. These people are undeniably in need of a big Thank You.

The program aims to ensure that it's connecting with the learners, every week on all levels and remains enriching, inspirational and is continually striving to improve their lives with support, understanding, and a commitment to forging strong relationships.

Maria Cima

***THE adventure of life
is to LEARN***

Hospitality

Baking and Decorating

The program aims to provide an Introduction to Hospitality in the
further accredited training. ss to

The learners develop a variety of skills, including food preparation, various cooking techniques with the use of equipment and utensils, and learning and practising Occupational Health and Safety and safe food handling while working in a kitchen environment.

Other skills developed in the program include planning and budgeting as well as organisation skills, utilising time management and communication techniques while working with peers in a work environment.

To complement their baking skills learners creating fondant work like
buttercream, colouring techniques. The learners are also taught the skills around the proper storing of baked items, how to design and style their products and presentation techniques.

This program is a pre-accredited program which aims at giving
and decorating. All learners in this program come from diverse backgrounds ranging from people with a disability to a lady who is aging and was very lonely and need to have social interaction for her own wellbeing.

This group has conducted a variety of small functions and fund raising activities, such as the Biggest Morning Tea which raised over \$600. The program has also catered for the local CFA for a morning tea.

As part of their community giveback activities the group have:
1. worked with the Dandy Valley Mews, retirement home and



provided morning tea and various activities such as a friendly chat just to name a few. These morning teas have also showed the community the range of programs that are run at the "Dandenong Neighbourhood House".

2. Baked regular weekly Community Morning Teas for the House which is shared by everyone in attendance at the House on a Tuesday which encouraged other learners to enquire about what the program entailed and what the program was making and learning.
3. Some of group entered baked items in the local Dandenong Show which was held last year, Jean our senior learner made a Christmas Cake and won the 2nd prize and Janell won 2nd prize for her rum balls, this experience provided the learners with
4. The group worked with other hospitality groups to decorate over 60 Christmas cakes and this taught them a variety of skills along the way. The cakes were then donated to community partners, staff and volunteers at the House.

I must say to see the learners showing photos of things that they have made at home or for other people and bringing in things they have made to share is very rewarding as a teacher and this shows me that the program is providing a skill and fundamental building block to the learners who attend.

Sharon Ramsay and Donna Mark

*NO ONE is born
a great cook,
One Learns BY DOING*

Julia Child

Hospitality

Community Kitchen

Community Kitchen runs every Wednesday aiming to provide cooking skills on a budget with the community giveback component being the serving of a Community Lunch to our local community. The facilitation of a "Community Kitchen" has been seen to be a fun, engaging and stimulating for all learners and their support staff.

Learners from all ethnical, cultural and linguistical backgrounds, including various community members, come and join in the environment around cooking up a storm, and then providing a meal to the community, themselves and the numerous people who are usually awaiting one of the delicious meals that have been prepared.

The learners, volunteers and community members offer a remarkable menu which is produced every week, from a variety of produce and meat supplied by Foodbank. The learners quickly learn to work with a diverse recipe base and utilising the elements of food that is available to them at the time, prepare amazing meals.

The program has a number of learners who present with a disability each person unique in their own way, nevertheless they are always motivated, engaging, coming together through their love of food and good company.

Listed below is some of the menus that have been offered.

Vegetarian Options

- Vegetable Soup
- Potatoes / Onion / Brie Tart

Non-Vegetarian Options

- Cream of Chicken / Vegetable Soup
- Potatoes / Onion / Brie Tart
- Freshly made Peach Crumble served with Ice-cream



Every week the learners engage in a variety of different skill-based techniques aimed at the Hospitality Industry. Learning and developing new skills around the preparation of assorted ingredients, customer service skills, ascertaining the number in the house to be fed during the lunchtime meal delivery.

The program also aims at providing learners with the skills around cleaning and organisational skills, the rotation of stock, unpacking deliveries and the proper documentation and storage of food that arrives from the local Food Bank.

The program has some learners who are supported and maintained by their support workers who attend with them, these carers also exercise engagement with other learners in the program and have been a great source to the ongoing engagement of all learners.

I believe that it is unquestionable that a big Thank you is needed for the volunteers, support workers and local community members, who absolutely astonish us with their boundless energy for the support they show to the learners, the people they support and the Dandenong Neighbourhood House.

I have found that every week is inspiring and stimulating from the delicious food served alongside the successes of the learners to achieve their potential.

The program aims at encouraging anyone from the community to come and enjoy a wonderful 3 Course Meal, the program is a gold coin donation and is provided every Wednesday and comes with a free smile along the way.

Maria Cima

***“Tell me and I forget
Teach me and I remember
Involve me and I learn”***

Benjamin Franklin

Hospitality

Basic Cooking Skills

Every Friday there is an excitement in the House as a group of Senior ladies arrive to attend this program, that focuses on the learners developing basic cooking skills. This year to date has been a fantastic year with the ladies, we have had a few birthday related milestones and amazing birthday cakes to go with them.

The ladies have been baking some delicious treats and making some beautiful desserts, the learners basic cooking skills as well as their skills utilising measuring and weighing skills have also improved. The learners have also been keen to show me different recipes they have found in magazines and encouraging for them to be utilised as part of the program.

The learners attended an excursion to the Lady Lavender Farm recently which they really enjoyed, they absolutely loved sitting down in the boutique dining room having a Devonshire Tea. It was a lovely trick on how to make their scones better, they tried this in program and it was proven as they have made better scones in their program.

Earlier in the year the learners went on a trip to a cake decorating shop in Hallam. Whilst there the ladies were able to purchase an item each to use in the cake decorating class, this was a fun adventure as everyone bought something different so there are several decorating items to utilise in the program.

Overall it has been a wonderful year, we have excelled in creativity and found some yummy recipes to add to the recipe books, next term we are discussing ideas and looking into ways to change some recipes into more healthier ones by adding less sugar or substituting

orth.

Thanks Cassie for supporting both myself and the ladies.

Michelle Hood



Basic Barista Skills

The Basic Barista skills is a brand new program so expectations are high and everyone is eager to learn. My name is Gregory Hood and I have been teaching a Basic Barista program this year. I have had extensive experience in hospitality, working in a number of hotels for more than 10 years and owning my own coffee shop for a little over 6 years.

The programs ran from 9:30 am until 1:30 pm, each Friday for 9 weeks. It started of Word spread into the community and numbers grew. Everyone came from a range of different cultures but call me lucky but I couldn't

teacher. The 3 friends in the group were from Malaysia with English as a second language and it was obvious that they were struggling to understand me. With that in mind I concentrated on the practical side of teaching with lots of demonstrations and a hands on approach at the coffee machine. In week seven we were joined by Alison, also a volunteer, who is a recently retired teacher of ESL among other things. She enjoyed turning my gibberish into words that they could all understand and she was well received by the learners. So thanks Alison for your support and I know the learners got a great deal of understanding through you.

I had been supplied with a number of very helpful resources by Maria, including a handbook by author John Doyle. All were super helpful when planning each session. It's been great to have Maria's support in preparing my session plans and supplying to documentation required of me. Who knew teachers would have to do so much paperwork!

All learners can now make a great coffee and have the knowledge to complete an accredited Barista course.

I am looking forward to next term and the challenge of teaching a new group of learners.

Greg Hood

Digital Literacy

Computer Programs

The computer skills programs, delivered throughout 2018, have been very successful and the learners achieved some great outcomes. It has also seen us try some new innovative programs trying to keep . New programs for 3D Modelling and Printing, Robotics and Coding and Digital Literacy for Seniors.

Programs covering the 4 terms showed a generous increase in the number of adult learners, who come from diverse cultural backgrounds, attending all sessions.

The aim of the programs, is to develop the computer skills that are necessary for our adult learners to cope with the changing modern digital world. The programs taught, require no previous experience of computers, as the lessons are adjusted to suit each individual.

Each new term session, begins with a practical demonstration of the computer and discussing the various software packages used. The learners will become familiar with the Internet, then move onto creating an individual e-mail account, which they learn how to operate and keep thereafter.

The remaining content of the programs cover, all aspects of typing skills using Microsoft Word (which is an extension to the Everyday English Language taught at DNH then learn the concept of Excel Spreadsheets plus Desktop Publishing and Power Point Presentations.

Built into our current computer programs, are lessons on how to be more effective in searching for employment eg. typing skills, creating and improving e-mail skills.

All the computer skills taught, have given learners the ability to embrace today' searching for employment.

There have been many success stories given to myself and our teachers, as learners give feedback on how they enjoyed the relaxing atmosphere of the classroom and our respective teaching styles.

throughout this year, which is wonderful news for the Dandenong Neighbourhood House.

I would like to thank, and give credit, to the other teachers from our IT Computer Department for their great attitude, commitment to their learners, the diligent way they have taught their program sessions, made sure no learner struggled and fell behind, and each teacher demonstrated support, warmth and compassion to all learners.

A huge big thank you to: Violet Torabi , Devi Torpy and Sobana Hanif.
Rod Bryson



Rod Bryson



Violet Torabi



Sobana Hanif



Devi Torpy

Beyond Basic Computer Skills

This program has been a very popular program and is designed as a pathway for anyone who is interested to continue learning after 18 years of age and with different background knowledge.

This program provides opportunity for learners to learn how to use spread sheets in their daily life to manage life expenses as well as using Microsoft Word for invitation letters. However, they have done some practical activities to gain more professional skills of Microsoft Word for a workplace environment.

Also, it's been amazing to see how they have improved their skills to present their subjects of interest via PowerPoint presentation with using video and background songs.

In this program, they have also learnt how to use online learning using free online resources if they are more curious to obtain extra information about the discussed subject in the class.

Based on the feedback received from learners, new topics have been added in order to keep the learners engaged and ensure they learn a lot of practical skills.

I appreciate the volunteers and student placements who have made a difference in this program. Their enthusiasm and dedication to teaching and helping people has been a huge help to delivering a high quality program.

I would like to thank all the behind the scenes team and the management, for giving us this opportunity and providing all high tech equipment in the class.

Violet Torabi

Digital Literacy

Over 65 Digital Literacy

Dandenong Neighbourhood House offers Digital literacy program

The Seniors Digital Literacy Skills program, has had a big impact on our Seniors who have embraced it and attended the programs to improve their digital literacy skills ranging from the use of a mobile phone to an iPad to a computer or any digital device that they did not know how to use.

Program Objective:

This program is designed to help our aging loved ones feel integrated into this fast-developing digital world by ensuring they're taking full advantage of everything that computer technology has to offer—and, if needed, by helping them become more digitally literate.

Program Coverage:

They are taught how to use computers by friendly teachers and volunteers. The classes are wide-ranging, from basic computer skills to internet safety, with examples of topics including Google maps, Google drive, typing, online shopping/banking, Skype, YouTube, social media, downloading photos, password protection and using smart phones, iPads and tablets.

The program is being delivered at different locations such as The Golden Age Club in Dandenong, Silver Edge located in Doveton and Café Bazaar in Clarinda.

What Aging Adults Gain from Digital Literacy:

There's ^{as} the internet can create a true sense of community for older adults who are aging in place and perhaps live alone. It can lessen isolation and depression, and enhance their sense of independence. Enabling seniors to stay in touch with close family and friends who live far away ^{er} adults' emotional well-being.



Sobana Hanif



Devi Torpy



A large percentage of our local Senior's population are disadvantaged because of very limited digital literacy skills in the technical world of today and with the additional issue with low english language skills.

The program was designed to address this need, by teaching all aspects of digital devices that are available in retail shops, such as Mobile Phones, Apple iPads, Samsung Tablets and Laptop Computers.

Also looking at what you can do online for entertainment or recreation such as reading books on line, listening to music on iTunes, or watching TV shows on tablets via YouTube, is an added payoff.

Several programs have been run each week - Monday, Tuesday and Thursday afternoons. The attendances for each of these programs was very heart warming, and also to observe their eagerness to learn about the digital world.

To address the low english language skills of Seniors we participated in a pilot program funded by the Department of Education and Early Childhood to explore the best way to improve language and digital literacy skills of our Seniors trialling different delivery strategies to assist our Seniors to learn effectively and achieve at their own pace.

With families in various communities, and overseas, each learner can now use their respective electronic devices to keep in touch, either by phone calls, texting, using Skype, and browsing the Internet.

T amount feeling of isolation any longer.

It has been an immense pleasure to teach them and especially when they have learnt something new and you can see how their eyes are lit up and a big smile!!!!

We thank DHHS and Department of Education for funding these programs as our Seniors have achieved some great outcomes through these programs.

Rod Bryson and Devi Torpy

Digital Literacy

Robotics and Coding

Dandenong Neighbourhood House (DNH) is proud of its efforts to keep itself abreast of technological changes. I with my team of wonderful teachers which included Rod, Devi, Violet and Sobana have put substantial efforts in improving our programs. We have listened to our learners and researched into market and community needs.

We are proud to report that the following programs are now part of our offering to the community:

- Introduction to Coding and Programming
- Understanding 3D modelling
- Introduction to 3D printing
- Basics of Robotics

Highlight of our efforts has been an offering of a number robotics programs in partnership with Dandenong library. This program was delivered at Dandenong library. It became very popular in the community and was booked out within a week of its announcement.

DNH in partnership with Enliven, a health promoting charity, offered a robotics class for older adults who had little or no computer skills using This project was recognised at state level under strengthening senior's inclusion and participation in local community's initiative.

DNH has been leading the way in developing innovative programs which are highly responsive to learners and market needs. DNH has been supporting, sharing and providing professional support to other learn local's organisations in developing their digital programs. We have run programs for Mordialloc Neighbourhood House and the Westall Hub during their holiday program activities.



Ali Aziz

“Hands-on experience is the best way to learn about all the interdisciplinary aspects of robotics.”

Rodney Brooks



All credit goes to our team who have been instrumental in delivering quality programs. Their efforts have resulted in better outcomes for learners. We are always looking at ways to introduce these new innovative programs as this type of program is currently being developed and delivered in the schools so many parents are looking at trying to keep up with the changing technology.

3D Modelling and Printing is another area that we have been working on to expand, we are currently adjusting the initial programs to try to attract more learners to participate in the program.

I would like to congratulate my team in achieving wonderful outcomes and they should be rightly proud of their efforts and hard work.

Ali Aziz

Visual Arts

Mums n Bubs Program

Overseeing a Mum's and Bub's program creating Preemie baby mini quilts. Upon completion they are then donated to the Monash and Dandenong Hospitals.

The ladies have developed a range of skills from sewing, both hand and machine, measuring, design techniques and developing an interest in sewing and the craft industry.

The program assists the women to improve their hand sewing skills, machine sewing skills, enticing their creativity and expanding their self-esteem and self-worth. The program aims to improve learner motivational, develop new skills, develop employability skills and creating for learners a positive and safe haven.

Current projects include:

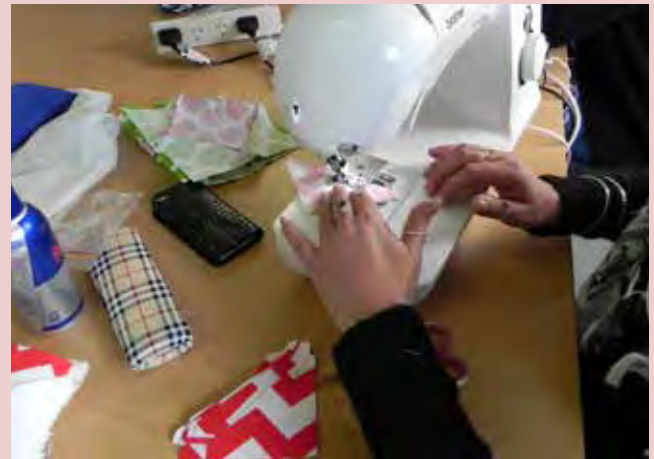
- Teddy bears for Foster care children for their backpacks.
- Creating Scrunchies and Bows for children designed for Shoe Box fundraiser donations.
- Warm heat packs for the Community
- Mini Quilts for Babies and the Hospitals
- Creating a unique quilt for the Dandenong Show, the past two years have proudly won 1st prize and 3rd prize in the "Something Old is New Again" in addition to "Quilt wall-hanging" categories.

Government funding only covers a small amount of materials however other resources come from donations and the community input. A few out in the stash.

Recently a young lady returned after 12 months returned to pay her thank and show her appreciation to the house and myself for all the support we had given her through some rough times. She



Maria Cima



also updated us that she has her life back on track, with full time employment and developing a closeness with her family again. ABSOLUTELY INSPIRING and ENCOURAGING!!

Additionally, some of the learners have progressed to purchase their own sewing machines or sourced sewing machines and enjoyed their new found skills creating lovely quilts, table runners and bags for their families.

We are always continuously looking for ways to support the program for example money and donations to keep this ongoing program successful.

It undoubtedly has been a pleasure and an honour for me to guide and accomplish wonderful outcomes with these women for such a worthy program for the community.

Thanks **Maria**



Learner Stories



Filipo

Filipo arrived in Australia many years ago from Italy and got straight into the workforce. He worked for forty years with the same company making mattresses.

When he retired he decided it was time to study, so he enrolled in an English program at the Dandenong Neighbourhood House. His attitude is you are never too old to learn!

During this time his speaking and reading have improved and he wants to further develop his writing. Another goal Filippo has on his list is digital literacy iPads and Smart phones.

He wants to keep up with the changes that are happening all the time. Using an iPad is something he really struggles with and wants to get better at using it.

He says the best thing about the programs at the Dandenong Neighbourhood House are the teachers and the opportunity to meet other learners and make friends to have a coffee and a chat with.

During term three, Filippo is taking a well earned holiday back to Italy to catch up with his family and friends. Come term four he will be back in class pursuing his learning goals!

Mathew

My name is Mathew and I was born in Dandenong, but currently living in Cranbourne.

I am a concreter and have been working in concreting industry for almost 20 years. I only studied up to high school level many years sh.

My case worker, made me participate in this program. At the beginning, I did not feel very happy to be in the program due to not having any wood working skills and did not understand the purpose of the program, but after a couple of sessions, I felt more enthusiastic to be in the program as I learnt how to make things out of timber and improved my personal skills. Also, by participating in the program, I enjoyed socialising with new people with different skills and backgrounds that helped to improve my understanding about the different cultures.

My teacher has always helped me to develop my self-esteem, to be more patient and friendly with others people in the program and I feel free to share my skills and to learn from others.

At Dandenong Neighbourhood House, I have been supported to learn basic wood work skills which helped me to be more creative and encouraged me to learn further from internet and Youtube to

forward to work as a handy man one day.

Dandenong Neighbourhood House is a very friendly and multicultural place that changed my point of view of Dandenong people, because I did not like to live in Dandenong area before, but I am liking it now since found friends while working in groups in the Community Shed. I appreciate DNH and my teacher support to make me realise that time is very valuable and should not waste my time and I can look to the future.

Konstantino

My name is Kon and I am originally from Greece. I am doing

Dandenong. The Community Shed Woodwork Program was introduced to me by my case worker. I have been involved in the program for more than 6 months now and I am loving it.

At the beginning, I was not really interested in the program and just wanted to leave, but after a few sessions, I learnt how to use hand tools to make different things like chopping boards, bird box, chairs, coffee tables and improved my many other skills which motivated me to be more passionate about woodwork and I decided to be a cabinet maker.

I thank my teacher who has always been supportive and patient, he helped me to identify my personal strengths and develop my skills.

Now I understand that I can be more successful when I can choose doing right things and never should waste my time anymore.

The Dandenong Neighbourhood House is a place where I have met new friends from different countries and learnt to respect each other.

I have changed a lot since the beginning this program. Thank you.



Sothea

Sothea (or Sophie) is a new learner at the Dandenong Neighbourhood House, enrolling just this year in an English program.

Sothea was born in Cambodia and migrated to Australia.

Before coming back to study Sothea was involved in a variety of jobs, her favourite, was one she started when she was

19. Her role was sewing uniforms for the aviation industry. She enjoyed the challenge of constructing quality garments, especially sewing pleats.

These days Sothea enjoys the challenge of improving her English. She enjoys learning through interacting with others, sharing stories and often a laugh! Next on her list of learning goals are computers but for now it'

Sothea says the best thing about the program is the opportunity to work with others and to practice English in a social way. She likes to sit and talk with others in her group.

There is often lots of laughter during these conversations and we all become friends.

shopping for bargains at the Dandenong Plaza!

"Never stop dreaming, never stop believing, never give up, never stop trying, and never stop learning"

Volunteers

Dandenong Neighbourhood House is blessed to have talented and committed volunteers who generously dedicated their time and skills in serving our community.

Our volunteers play an important role in achieving our vision of forming an inclusive community to support people to make positive changes to their lives.

They come from different walks of life sharing their time, skills and experiences. They include young people seeking work experiences, school students, experienced retirees and highly skilled professionals who undertake variety of activities such as mentoring secondary school students through the Homework Club, co-facilitating Digital Literacy training for Seniors, supporting Community Shed and assisting Refugees and Asylum Seekers in English classes. They also provide administrative and general support to other organisational tasks.

This year we have several students from different TAFE and University such as Chisholm, Holmesglen, Stott's College and RMIT University involved in our student placement program. They have applied academic theories into practical work whilst developed skills in project management, training and client engagement. They also established good relationships with our community members.

We wished Tuyen, Jasmine, Na, Jaeish, Lea, Linda, Marjorie, Achol, Eldin who completed their placement with us and all other volunteers well and good luck to their future endeavours.

Through our volunteers, we continue to successfully deliver services to our community. We are committed to develop and foster meaningful volunteer engagement. We seek to build individual strengths and motivations to encourage all community members to take part of forming inclusive community through volunteerism.

Thank you to all our volunteers and students who worked with us this 2018 and we look forward to welcoming those who will join us in the coming year.

Ali Aziz



Marjorie

I am Marjorie Fernando. I am from Manila, Philippines. I have been in Australia for about 1 year and 3 months. I am new to this area and still exploring. I have a Bachelor degree in Human Ecology from Philippines. Currently, I am undertaking Diploma of Community Services (Case Management) at RMIT University. I started my student placement at

Dandenong Neighbourhood House in June, 2018. I found about DNH through Google search.

I am very pleased that I have successfully completed my placement achieving lots of positive outcomes. During my placement I co-facilitated Digital Literacy training one for seniors and was involved in number of community development projects.

DNH provided me an opportunity to gain work experience in a community sector. During my placement I interacted with diverse people and learnt practical skills that will help me in my practice of community development.

I learnt how to interact with people from CALD backgrounds as well as deliver training programs that are responsive to the community's needs. DNH provided me different learning opportunities. This included project management, community needs analysis and program development. During placement I improved teamwork, planning, learning and other soft skills. I completed an online course, which helped me understand autodidacticism.

I see DNH is providing great value and service to local community. DNH provides range of services and programs that responds to the diverse needs of the community. Digital literacy for the seniors, English language program for refugees and asylum seekers, woodworking and landscaping are few of the examples. Offering student placement opportunity enables students like me a varied experience that will certainly enrich my practice on working in the community sector. I am pleased to say that I am now working as a casual paid teacher at DNH, which has been a great outcome."



Jason Willis

Jason is a 28 year old man with intellectual disability. Jason started in the Community Shed enrolling in Basic Furniture Making Skills and has then progressed to the Community Kitchen program and the Basic Computer Skills.

He has enjoyed being a part of these programs and has developed some really good skills but wanted to help others so he started volunteering to help a man in a wheelchair to participate in the Community Shed program. Jason was a great support to Patrick and ensured that Patrick was actively involved in the group. Sadly Patrick passed away and Jason needed to help someone else.

A suggestion was made that Ian needed a hand with the Friday disability men's group, so Jason volunteered to work with the group helping them to turn the wood over ready for sanding, sand, paint and most of all having a chat, a laugh and in general having fun while they all work together.

Jason volunteers on a Thursday with the Asylum Seeker group who are doing woodwork and gardening. Jason is happy to get in and help everyone. Jason said that volunteering makes him happy inside and he gets excited when he sees the learners are happy too. He likes it when everyone is happy and especially when learners complete projects that he has helped them do.

If Jason is not volunteering he says that he would be really bored and annoying his Mum at home so coming to the House gets him out of his house and busy which makes him feel really worthwhile and he feels like DNH is second home and he has made some good friends at DNH also.

"I am proud to be a volunteer and I like helping other people."



Susan Wilkin

Susan has been a volunteer at the House for 3 years and plays a crucial role in the running and ongoing success of the learning programs run at DNH. She is often affectionately called "Susie Q" as we

Whilst looking for paid work, Susan details how "the age factor starts to bite". Susan heard of an opportunity to complete volunteer work at DNH and has remained a highly regarded addition for the past 1.5 years.

"I think I'm very lucky to be here and I'm enjoying it and I hope to be here in the future. There are a lot of inspiring people here who have done great work."

Whilst volunteering, Susan has also had the opportunity to learn new skills by taking part in the various classes available at DNH as a class aid as well as a learner.

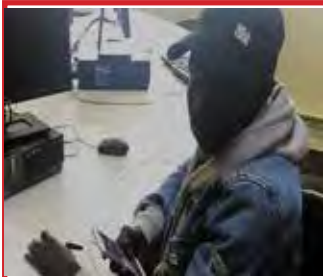
Susan has assisted and taken part in cooking classes, computer classes and wood working skills. "It's a new experience for me...you meet so many different people and hear their stories...I think my life has been enriched by coming here".

Susan has become a valuable and respected member of our team and if she is not around she is missed by everyone. She was worn a path to Coles for those "forgotten" items for our hospitality programs.

Susan entered a fruit cake in the Dandenong Show in 2017 and was awarded second prize, so well done Susan. Susan loves to share recipes and is always keen to try a new recipe with learners. She will often bring special treats in to share with everyone.

From everyone at the House we thank Susan very sincerely for all her work and efforts throughout the year

Learner Stories



Aguto

Aguto enrolled in the Asylum Seeker Language and Literacy Program this year. He was born in Kenya.

He came to Australia one and a half year ago with his aunt. His

to war and persecution. Aguto and his surviving family are now trying to make a new life in to overcome for anyone, let alone if you are just 18 years old.

Despite the past Aguto is looking to the future. A future in Australia, a country that he says is peaceful, has freedom, schooling and no wars. He is very keen to improve his English and then try a course in construction, an industry he is very passionate about. He enjoys hands on learning and learning and working in groups. Perfect skills for the construction industry!

He will be looking to try and gain some practical experience so that he can follow his dream job.

If Aguto feels ready, we will be supporting him in applying for one of the TAFE priority courses in 2019. Yes, in construction! A Aguto!

Daniella

In today's modern world, it can be hard to avoid the ever-present necessity to be aware of how to operate and use a computer and the internet. This can be a daunting task for individuals who have had little to no exposure to computers in the past. Monday's Computer Skills class brings individuals from various backgrounds together to work on their beginner computer skills. Daniella has been attending the Computer Skills class for the past six months, although Daniella has previously studied Business Administration, she explained that "years have gone by it's just now a blur so I have to regain and refresh the memory and just hope that some of those things I did then in the

Learners like Daniella, are often aspiring to achieve goals. For Daniella, some of these goals include gaining the skills to develop and deliver a speech to the agency she has been volunteering for. Although this is not where her goals begin and end. "I personally wanted to socialise with other students and I just wanted to get some engagement with others." "I think building the skills and getting some knowledge from it. There's a lot of things that I need to work on and some things I need to get a grapple on and get reassurance."

As an individual with a mild intellectual disability, Daniella values the design of Dandenong Neighbourhood House's approach to learning. "Coming here you're valued into the group and you're included, you're not excluded." "I think Rod and Ali give me the encouragement and support that I needed and the feedback and support is really worthwhile."

terms goals for her own personal development. "The classes s a nice group and everyone has their own goals and I think Rod and Ali provide a very good, strong unit from both of these men and I think I'm getting a lot of They're giving me the encouragement I need and I think that's important."

David

27 years ago was a very different time in the age of computers. It was a time where David had some exposure to them on a basic level, however the internet and programmes like Microsoft Word and Excel had not been created. It was 1990 when David had last used a computer until he commenced the beginners Computer Skills class with Dandenong Neighbourhood House two years ago.

From a limited understanding of these foreign machines, David has made incredible progress with his ability to utilise the computer for personal and professional use.

During a period of unemployment, David worked with the Salvation Army to produce a resume and Cover Letter, this is where gaps in his computer literacy began to surface. "Because I couldn't use the computer it made it a bit hard. Because [the Salvation Army teacher] was going so quick there was no way I could follow and I just thought I must learn to use the computer going forward. Once I was looking to get back into the workforce, it was something I needed."

In the last 18 months, David has started his own business but continues his attendance at every Monday's class for a variety of reasons. "Just generally week to week I have notes on problems that have arisen during the work week, with the computer. Probably for the last year, I've had my own little questions and it's always good to know that I only have to wait until Monday to get an answer." Additionally, "this course allows me to go at my own pace and be face to face with someone which I learn better by."

According to David, Dandenong Neighbourhood House is "friendly, it's low key and it's paced according to each person's needs." "It gives me a bit of structure in my week actually, Monday morning gets me going during the week, gives me motivation and I live alone so it's nice to meet some strangers and you get to chat."

Melinda

Having the opportunity to engage with the community in the kitchen whilst working towards a common goal can have lasting ng Dandenong Neighbourhood House (DNH) to participate in the Community Cookers class.

Melinda attends the cooking class as well as an arts program and

"I suppose my goal here is to get my past behind me. I want to build a future for myself. "It's the most motivated I am throughout the week, it's a good break-up of the week, and it makes me realise I can last the whole day being on my feet." "Just having that opportunity to rebuild yourself back into the community, this all helps, all these kinds of programs."

Throughout Melinda' and identify areas where her personal development has grown is admirable. "Coming to community groups, you learn to think about other people and let everyone talk and have their opinions. I guess that's a challenge but at the same time I'm learning as well." "You're actually getting to know yourself better the importance of "just accepting everyone for who they are."

Coming to a class with a group of women who you may not know, in an unfamiliar environment can be daunting, however Melinda has expressed the positives of her time with DNH.

"You have a laugh and you get to know people. Everyone's pretty open about where we've all come from." Additionally, "Maria our teacher is just awesome, absolutely brilliant, extremely personable and makes you feel really comfortable. Everyone's got a really large, healthy amount of respect for her and we're all here for the same reasons somewhat, obviously different goals and everything but I think we all get a lot of support from her."

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.

Partnerships

We know what we are good at and more importantly we understand our weaknesses and so we recognise that to survive we need to build strong partnerships.

Where necessary, we seek to partner with other proven organisations that compliments our skills.

In the past six years we have partnered with:

- Neighbourhood House Victoria
- Australian Red Cross
- Department of Health and Human Services
- Department of Justice and Regulations
- City of Greater Dandenong Council
- Wellsprings for Women
- Springvale Learning and Activities Centre
- Springvale Neighbourhood House
- Keysborough Learning Centre
- Noble Park Community Centre
- Rowville Neighbourhood Learning Centre
- Pakenham Living and Learning
- Lyrebird Community Centre
- Dingley Neighbourhood House
- Hampton Park Community House
- Westall Hub
- Enliven
- CFA
- Foodbank
- TRY
- Rosewood Downs Primary School
- Dandenong South Primary School
- Wooranna Park Primary School
- Silverton Primary School
- Jesuran Wellness Centre



Donations

We thank those people who made donations towards our day-to-day running costs and to the programs and activities of the House. The donations received in 2017/2018 include:

- Magistrates Court of Victoria
- Foodbank
- Department of Justice and Regulation
- Bunnings - Dandenong
- Timber Building Systems
- CFA - Country Fire Authority

Support in Kind

- Dingley Village Neighbourhood House
- Hampton Park Community Centre
- Keysborough Learning Centre
- Noble Park Community Centre
- Rowville Neighbourhood Learning Centre
- Springvale Learning and Activities Centre
- Springvale Neighbourhood House
- Lyrebird Community Centre
- Pakenham Living and Learning
- CFA - Country Fire Authority
- Timber Building Systems - Dandenong

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Dandenong Neighbourhood House Inc.

***Connecting our
Community***