



Connecting

communities



2019
Annual
Report

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Chairperson's Report



Kathleen West

Kathleen has been an active Board member now for 6 years and has been Chair person for the past 3 years.

She has a passion for the Centre and the communities we work with.

Her commitment is to ensure that the Centre is viable into the future with a strong infrastructure for us to continue to build and maintaining our community focus.

Welcome to our Annual Report. I am sure the first thing you will notice on the front page of this year's report is our change of name. The decision to create a new name for the Centre was made to enable our communities, learners, community program participants and those who want to join or contact us to do so with an easy search and greater recognition of what we do.

It has been another exceptionally busy year, which has included a positive restructuring that created two new positions to manage the shortfall in staff resources the Centre has experienced due to its growth. I am pleased to let you know in February this year, from our Manager's position we created 2 positions, that is our lone Manager of the Centre, Robyn Coslovich, took up the newly created position of Business Development Manager, with the responsibility of developing current and new business. We also welcomed Troy Pittaway to the position of Community Services Manager, running the internal operations of the Centre. Congratulations to you both and we look forward to your continued excellent contribution throughout this coming year and into the future. You can read more exciting news in Robyn and Troy's reports.

We welcome also our new Finance Officer, Deepa Nair who joined us during the year. Deepa has brought a highly professional approach to the position and has worked on a number of changes that have benefited the Centre.

Our programs and classes have continued to run extremely well throughout the year, with the tremendous commitment and input from our managers, co-ordinators team, staff, tutors and volunteers. You are an exceptional team, and we could not do it without you. This year we welcomed to our Centre 1,500 learners, and I'm delighted to say 60% of whom are from CALD backgrounds. Here are some of our highlights that you will find within the report:

- Our partnership, in setting up the Dandenong North Neighbourhood House, with Springvale Neighbourhood House, the Department of Health and Human Services and City of Greater Dandenong, is coming together very well, and classes will be starting up soon.

- We are very proud to say that 2 of our learners from the cooking class had their recipes, which were cooked during a class at the Centre, included in a Cultural cook book called 'The Share Plate' and produced through the City of Greater Dandenong. Congratulations to you both.

- And a big congratulations to another learner, who through learning to make jams in the cooking class, has begun a micro-enterprise making jams.

- Throughout the year and at different times, we had 21 students from various universities and TAFEs undertaking projects. One such project involved helping our Centre adopt 'social planet' a new interactive IT program designed to capture social capital.

- Social isolation, with people of all ages and cultures, happens across almost every suburb and to assist our communities we have commenced a 'Conversation Class' focussed on reducing isolation. The class provides a space for talking and socialising, is well attended and increasing in numbers.



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Chairperson's Report

This year with much regret we have had 2 Board members resign their position. We would like to say here a big thank you for their tireless commitment and input to Ross (Rossina) Lim who had been our Treasurer in the past and Sandra Ainsworth our Secretary.

Thank you to our Board of Governance members for your continued commitment in this year of change, working together and ensuring we continue to maintain high standards of compliance and reporting. A big thank you for another year of hard work and solid commitment to our Treasurer, Gerard Francis. You will find Gerard's report inside. I am delighted to welcome our 2 new Board Members who commenced with us in August this year. They are Anthony Yeo and Jah Smith. Both come with an incredible amount of knowledge and work in the community sector, and we look forward to your continued commitment and involvement with the Board and the Centre.

Another year and huge thank you to our funders, we are ever grateful for your continued commitment to our Centre and the work we do for ourl would like to take this opportunity to once again say a big thank you to our learners and program participants, it is for you and our communities the Centre exists. We wish you a successful year ahead and look forward to seeing you at the Centre continuing your journey of learning and skills development or dropping in to say hello and let us know how you are going.



Troy Pittaway

Community Services Manager Report

It is with great pleasure that I write this report as the new Manager of Dandenong Community and Learning Centre, having taken up this position in February 2019.

2019 has been a year of tremendous change at Dandenong Community and Learning Centre. We have seen a name change, a restructure of the management team, several staffing changes and a new leadership team in the past 12 months. Despite these changes and the uncertainty that is associated, DCLC has adapted and continued to thrive.

The management restructure was a result of a review conducted by the Board that included many of the teachers and staff at the Centre, and resulted in the managers role being split in two. It was acknowledged that the Manager's role was substantial and required more than one person to undertake the duties. Robyn Coslovich, the previous manager, moved into the newly created 'Business Development Manager' role and took on networking with outside agencies and grant writing with the mandate to develop the incoming business, and I was brought on in February and have taken over the day to day operations of the centre as the 'Community Services' Manager.

This year has seen DCLC continue to grow, our enrolments grew to over 1,000 in 2019, and our projected budget neared the 1-million-dollar mark. DCLC is tackling social isolation and as such we have seen over 570 enrolments this year from people with a disability, engaging with them in many varied projects, from robotics to furniture building. The Centre had learners from 60 different countries, resulting in 74% of our total enrolments being from members of the community who came from a CALD background. These statistics justify the Centre's move towards a focus on reaching out and providing teaching and training for asylum seekers and refugees and those in our community that suffer social isolation due to everyday barriers such as language, computer literacy and the knowledge to apply for and gain work. This focus on social isolation has led to the formation of a conversation group, aimed at connecting people from the community regardless of age, gender, cultural background, to join in activities and to talk and create friendships and partnerships into the future.

This growth has required a more targeted approach within the day to day leadership of the Centre and that saw the development of a co-ordination team that comprises of Diana Lambros who is the Education Co-ordinator; Ali Aziz the Operations Co-ordinator and Ian Wilshusen took on the role of Shed Co-ordinator. This has allowed many of the operational tasks to be streamlined, resulting in more effective outcomes.

In 2019, we saw the development of a partnership with Deakin University that involves student placements from their Bachelor and Masters Social Work department. This student placement is specifically designed to create two research projects targeted towards asylum seekers and refugee learners. The projects will result in practical ways to positively impact the communities that are researched, helping DCLC to deliver relevant and tailored education to these cohorts and putting us at the forefront of research within our field.

There have been many incredible achievements throughout this year, but the most important achievement is the remarkable work of our teachers. I have been incredibly impressed with the outstanding work of the DCLC teaching staff, particularly their ability to effectively engage with such a diverse and complex student population. The willingness of the staff to provide high level education has meant that we consistently see good student outcomes, whether that be continued desire for higher learning or forging pathways to employment.

Our teachers are the unseen face of DCLC, but they are the heart of our organisation and I would like to sincerely thank them for their incredible work in 2019. I look forward with anticipation to 2020 and the continued excellence that our teachers and Centre staff will provide!

*"Where there is no vision,
there is no hope."*

George Washington Carver

Self Defence Seminar 2019





Robyn Coslovich

Business Development Manager Report

Dandenong Community and Learning Centre has proved to be a great success, providing a natural hub of activity that connects the community to our extensive range of programs.

Community and our connection to our community is proving to play a key role in what we do as an organisation connecting individuals and communities, to promote harmony and build community resilience and capacity.

In the true spirit of community development, our Centre has built a strong connection to our community and has also built a strong organisational foundation and infrastructure to prove our readiness to spread our wings even further and explore new business opportunities and work towards sustainability for the success of our long term viability.

Our new strategic plan focuses on key pillars being:

- **Enabling people to have choices for their lives** (*identifying community needs against internal collaborations*)
- **Community Development** (*providing effective and sustainable support*)
- **Communication** (*strengthening our connection with the community*)
- **Financial Management** (*delivering sound financial management for viability*)
- **Governance** (*providing effective management of risk and opportunities*)

The strategic plan has supported a strong focus on identifying new programs and securing the funding and partnerships required to deliver a quality service.

Building strong and sustainable partnerships with a key focus on Community Development, we are now establishing new programs with our partners and the community using our Community Engagement Framework.

Centre staff and volunteers work hard to create a warm and welcoming environment in which to deliver our programs and services – we often hear feedback from learners that they feel at home in the Centre ... with many learners describing the Centre like their second home.

Connecting people to each other and to organisations has benefits for the individuals and the community as a whole. Opportunities for people to connect can reduce the impact of social isolation, have positive health benefits, promote cross cultural and inter-generational understanding, and build strong resilient communities.

Communities where people build relationships across different organisations and areas of influence are resilient and provide a supportive and inclusive environment for vulnerable members such as children and the elderly.

"The way to change the world is through individual responsibility and taking local action in your own community."

Jeff Bridges

Self Defence Seminar 2019



Vision and Mission

Our Vision

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

Our Mission

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

We are:

- A charitable not-for-profit community service 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.

Values

Responsiveness

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

Integrity

We strive to be transparent, accountable, ethical and honest.

Inclusion

We believe in building capacity within communities, connecting people, celebrating diversity and giving everyone a voice.

Respect

We value all beliefs, cultures, opinions and celebrate our differences.

Environmental Sustainability

We support the principles of environmental sustainability.

Human Rights

We support human rights locally and globally and aim to support every individual's rights, understanding that we are made stronger collectively by the freedom provided to everyone individually.

Board of Governance

Executive Members



Chairperson
Kathleen West



Treasurer
Gerard Francis

General Members



Desally Walliker



Garry Porter

Jah Smith

Anthony Yeo

Life Members



Norma Murphy



Di Mossenton-Brown

Jan Davies



Patricia Cahill



Peter Moylan

Financial Report



Gerard Francis

Dandenong Neighborhood and Community Learning Centre (DNCLC) for the FY 2019, embarked on with strategic intent to focus on service delivery and compliance. Whilst this has come at a cost it has placed the house with an organizational structure that will deliver on the key pillars of the Neighborhood Learning that has set it up to continue to increase its service to the community in a compliant way. To achieve the same DNCLC have completed a strategic restructure that will deliver on growth and service into the Dandenong community.

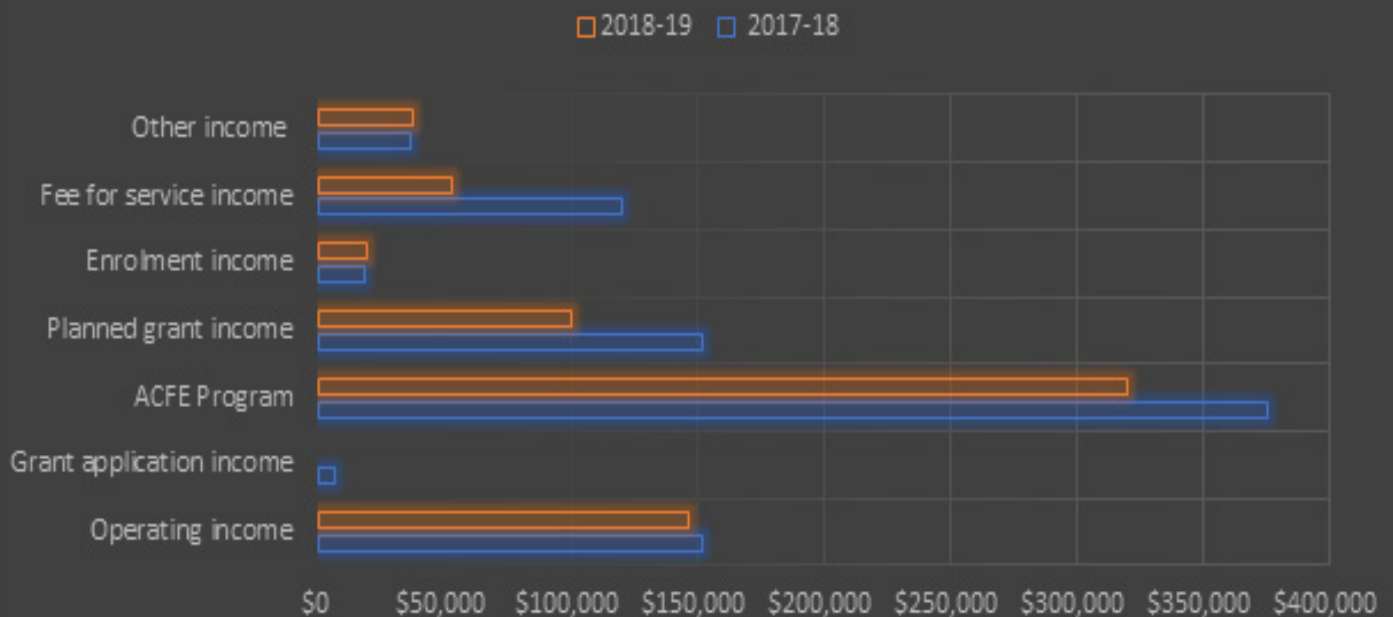
This has been possible primarily due to the stability and financial adequacy that has been built by the robust performance of the neighborhood Learning Centre over the past few years. Coming from a very low base, the operational cash adequacy is at approximately six months in a given financial year.

DNCLC generated a surplus of \$48845 in FY19 vs a surplus of \$85,085 in FY 18.

Income and Expenditure

Income grew by \$184,439 a significant 27.14% year on Year. The graph below reflects the different income channels and their contributions.

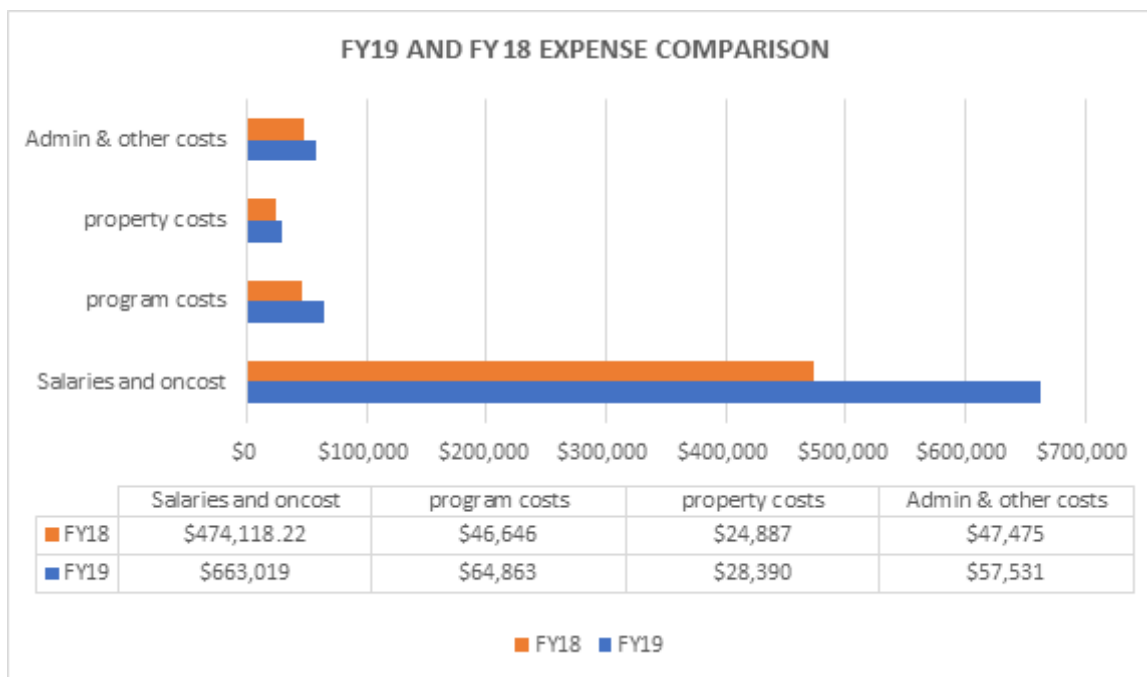
FY 19 and FY 18 INCOME COMPARISON.



	Operating income	Grant application income	ACFE Program	Planned grant income	Enrolment income	Fee for service income	Other income
2018-19	\$146,919	0	320495	100074	\$19,770	\$52,970	\$37,982
2017-18	\$152,137	6500	376160	152428	\$18,294	\$120,633	\$36,498

Driven significantly by growth in the following streams YOY

1. **FFS by \$67,662 @ 127.7%**
 2. **ACFE by \$55,665.66 @17.37%**
 3. **Planned Grant Income by \$52,353 @ 52.3%**
- expenditure increased by 36.42% YOY driven primarily by salaries associated with the restructure and expansion of the team.**



FINANCIAL POSITION

DNCLC is financially well positioned with cash at bank at \$752,674 with a net equity of \$492,048.55 as of 30th June 2019, an increase of 11% in equity over last financial year. DNCLC continues to strive to grow its services to the community in a way that it is fruitful and plays a role in its transformational process. It looks forward to a bright future where it will serve the community for many years to come.

The current financial position is stable and sustainable, allowing us to diversify and expand by investing in new programme initiatives and infrastructure to deliver much needed services to the community that we serve in Dandenong.

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.

Our DCLC Team

Management

- Robyn
Coslovich
- Troy Pittaway

Co-ordination Team

- Ali Aziz
*Operations
Coordinator*
- Diana Lambros
*Education
Coordinator*
- Ian Wilshusen
Shed Coordinator

Administration Team

- Susan Paisley
*Administration Co-
ordinator*
- Carol Campbell
- Deepa Rahul
*Nair Finance
Officer*

Volunteers

- Susan Wilkins
- Bozena Kordos
- Leanne Conway
- Jason Willis
- Lynne Harrison

Teachers

- Maria Cima
- Rod Bryson
- Devi Torpy
- Violet Torabi
- Sadia Sheraz
- Michelle Hood
- Sharon Ramsay
- Sobana Hanif
- Aliya
Mossammat
- Tim Cheng
- Robyn
Saundercock
- Robyn Hill
- Linda Sinclair
- Susan Wilkins
- Ayush Gupta
- Marnie Harris
- Ryan Harris
- Leanne Conway
- Abdul Majid
-

“I think the teaching profession contributes more to the future of our society than any other single profession.”

John Wooden

Program Delivery



“I’m happy Dandenong Learning Centre has showed [me] how to learn, look for work and to do something for me and my family, I’m happy to be in Australia.”

Afri - Sought Asylum in Australia from Afghanistan

“I enjoy cooking class because I like to use my time wisely. I’m trying to learn as much as I can for work, and [to] give something back to the country that took me in safely”.

Farah - From Malaysia, sort Asylum from family and community violence

- Advanced Literacy
- **Barista Skills**
- Basic Computer skills
- Basic Furniture Making
- House Maintenance for Women
- Basic Sewing Skills
- Beyond Basic Computer Skills
- ESL level 1
- Intro to Coding and Robotics
- Intro to Community Service – Aged Care
- Intro to Event Management
- Intro to Hospitality
- Landscaping Basics
- **Art Program**
- Arts and Crafts program
- Workplace Language and Literacy
- Asylum Seeker Language and Literacy
- Asylum Seeker Learner Plan
- Digital Literacy
- Café Skills
- My Gov



Administration Services



Susan Paisley



Carol Campbell



Deepa Nadir
Finance

With good will and clear intentions a lot can be achieved.

2018/2019 has been a year of consolidation and renewal for the admin team and the Centre as a whole.

The admin team strives to provide a welcoming and friendly Centre while competently juggling the demands of administration, enrolments and finance.

2018/2019 has seen a change in the makeup of the admin team. We farewelled Jenny and Ram and while acknowledging their outstanding contribution to the team we warmly welcome Deepa as the Centre's new Finance Officer.

As the Centre moves forward the admin team will embrace any challenges the future may bring and we look forward to playing our part in the delivery of quality services to our community.

Susan Paisley
Administration Co-ordinator





“You have to do the research. If you don’t know about something, then you ask the right people who do.”

Spike Lee

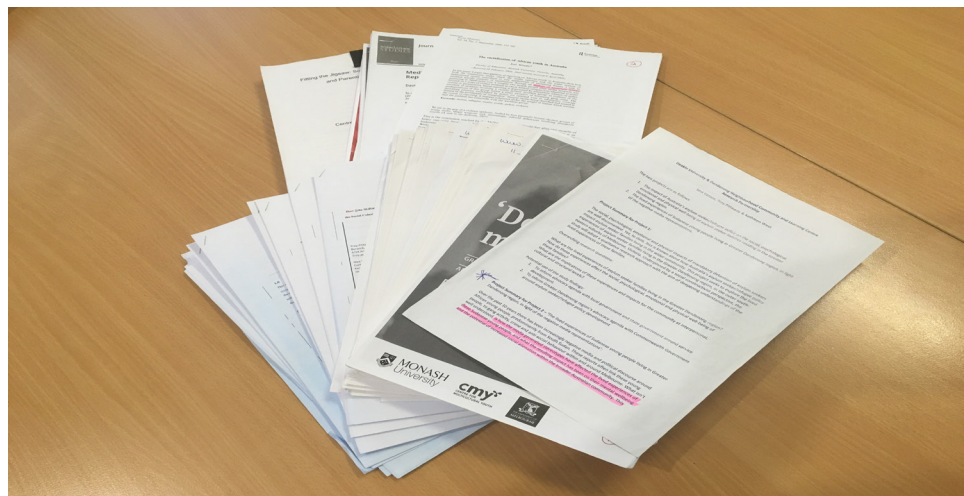
Research Partnership

This year has seen the development of a partnership between Deakin University and the Dandenong Community and Learning Centre, to undertake two research projects.

The research is targeted towards asylum seekers and refugees in and around the Dandenong area and will use qualitative research methods such as semi-structured interviews and focus groups to gather the data. These projects will be designed and implemented by Deakin University Bachelor of Social Work students and Masters of Social Work students and overseen by a panel comprised of two Deakin University representatives, Dr Sevi Vassos and Kathleen West (acting as a supervisor for Deakin and not her capacity as Chairperson) and the DCLC Community Services Manager, Troy Pittaway.

The partnership will see students placed at DCLC each trimester, with the goal of finishing the research within 2 years. The outcome of the research will be to enhance service delivery of DCLC by addressing the needs of asylum seekers and refugees that attend DCLC for education and training.

Three students have already finished their placement at DCLC, making a positive impact on the staff and learners, one of the students, Leanne Conway, has taken on a teaching role with us.





Rod Bryson

“We’ve arranged a civilization in which most crucial elements profoundly depend on science and technology.”

Carl Sagan

From the Computer Guru: Rod Bryson

The Computer Skills program, which ran over the past year proved to be very successful and saw all learners achieve great outcomes.

Each of the 4 terms showed good numbers of adult learners who come from diverse cultural backgrounds, attending all classes.

All the computer skills taught, have given learners the ability to embrace today’s modern digital world and give confidence to sit in front of a computer.

In the second half of this year, we trialled a basic “Introduction to Robotics” which was built into our standard Computer Skills program. This trial achieved great interest amongst the learners and as a result, a Robotics Program is now up and running.

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.

I would like to give credit, to the other teachers from our Computer Department for their great attitude and commitment to their learners, also the diligent way they have taught their program sessions, making sure that no learner struggled or fell behind.

Each of the teachers demonstrated support, warmth, and compassion to all the learners and therefore I give a huge big thank you to:

Violet Torabi, Devi Torpi Sobana Hanif, Sadia Sheraz and Maria Cima.

Rod Bryson



Sharon's Corner!



Sharon Ramsay

“You have to stay in school. You have to. You have to go to college. You have to get your degree. Because that’s the one thing people can’t take away from you is your education. And it is worth the investment.”

Michelle Obama

Sharon is one of our many incredibly hard working staff, who has her fingers in many different pies (good thing she’s a professional chef!) Sharon runs many community development projects for DCLC, connecting families and schools, working with the CFA and teaching learners the finer points of culinary skills. Over the next few pages, let’s take a closer look at some of the things Sharon has created and overseen.

Welcome to Sharon’s Corner!

Family Learning Partnerships

The Family Learning Partnership has been working well in Rosewood Downs Primary School providing Parents with programs that engage and value education so they can give back to the school community.

These sessions also work in with CFA fire safety each term as well. All these sessions help with parents English and build their confidence. The children love to come down to the hall and see how their parents are going and what they are doing and also get to taste things they are making.

It is wonderful to have Bozena volunteer every session and Susie to come to some of these sessions as well. With Thanks to Deborah and Julian from Rosewood downs Primary school for being so supportive with our programs.

Share Plate Project

The Share Plate is a project I was asked to work on for the Dandenong Council to help with the cookbook that will be done by Christmas.

This cookbook will have 25 recipes from different cultures around Dandenong and 2 ladies from our Tuesday cooking class and 2 ladies from our Family Learning Partnership groups recipes were chosen.



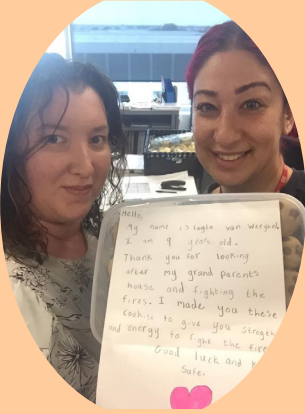
Basic Sewing Program

In our basic sewing program we donated 30 blankets that we sewed to the Sunshine Hospital.

The following sessions were on library bags that we talked about donating to preps for next year.

This then went onto filling the library bags with gifts for Christmas for learners children and schools - so far just over 100 bags have been made for this project.





**Sharon Ramsay
and
Nada**

“Every successful individual knows that his or her achievement depends on a community of persons working together.”

Paul Ryan



Community Fire Authority and Sharon

The CFA work closely with the programs I teach, providing basic fire safety education and also bush fire safety. The CFA works closely with my school programs at Rosewood Downs and Silvertown Primary schools. Providing fire safety for parents and home fire safety. All these programs are confirmed and organised by Steve Corrigan at CFA HQ Dandenong.

Cooking in the Schools

We work with disengaged parents at schools, trying to encourage parents to attend different sessions that have been set up as a direct result of the consultation conducted with parents.

By providing a breakfast for the parents for 2 sessions allowed us to sit down and have a chat session to see what's on people's minds. originally organised the breakfast because I noticed parents had not had breakfast and were exhausted by the time they got to school. The breakfast provided them with something to eat and drink, and helped them relax and open up and talk about issues.

These sessions were requested by parents aimed at parent's interests identified during the chat sessions. Some of the programs included cupcake decorating and fondant work.

Bozena, my amazing volunteer, comes to each of these sessions and helped me put together care packs and other items for families in need.

Special thanks to Foodbank for allowing us to reach out with our food to so many families in our community.

Commercial Cooking Program

The Commercial Cooking Program is focused on the basic skills and knowledge on Commercial Cooking in a kitchen environment.

Jams became a big topic so we did a 2-week session on Jams and labels and with so much jam this gave us an idea to sell jam as a gold coin donation. The money from the sales was put to a foodbank order with over 500kgs of dry goods that was given out as emergency relief.

This class also utilised the garden to show the class that it is easy to grow your own veggies and herbs.

Bozena my amazing volunteer, works hard with me to teach cooking and gardening skills.





Maria Cima

“Cooking is all about people. Food is maybe the only universal thing that really has the power to bring everyone together. No matter what culture, everywhere around the world, people get together to eat.”

Guy Fieri

‘Ave Maria’

*Meet Maria, she is a cooking phenomenon who can make a 3 course meal out of thin air, teaching her skills to our attentive learners. She has taught different arts and crafts classes throughout the year, and currently teaches a sewing program. Maria is also a social media guru and teaches a computer class, while putting together our Term brochures and watching over our Social Media Presence. Huzzah to Maria!
Let's read about her programs*

Basic Sewing Skills

In Basic Sewing Skills learners from the community join this program to learn the terms, techniques and tools of the trade.

Discovering cutting how to cut fabric, pinning fabrics together, machine sewing skills and hand sewing skills.

Pincushions, Heat bags, tote bags, patchwork cushions and produce bags were designed and created.

The learners chose different materials supplied to practice and build their skills on the overlockers and sewing machines. Developing their brand-new sewing skills with excitement the learners made different assortments of projects to take home.

Introduction to Hospitality

Introduction to Hospitality skills gives learners from all environments attended our hospitality community cooking programs.

Gaining valuable work practices in a hospitality environment, participating with other learners, team work and socialising. The community, staff and other learners enjoying the meals that are prepared.

Basic Computer Skills

Learner's acquired the basic knowledge of computers.

Developing confidence and easing their fears, managing the desktop, discovery of the web, keyboard skills, and basic office skills.

The learners gained confidence and supported each other, forming new friendships and meeting up outside their learning environment.



Community Shed



Ian Wilshusen
Shed
Coordinator



Tim Chen
Teacher

“A man who works with his hands is a laborer; a man who works with his hands and his brain is a craftsman; but a man who works with his hands and his brain and his heart is an artist.”

Louis Nizer

We are excited that the Community Shed now has a Shed Co-ordinator. Our long time teacher, Ian Wilshusen took on the role as Co-ordinator of the shed and the Community Garden in May this year. Ian and Tim Chen work side by side to create incredible programs out of the shed, working with disability groups, men's groups and as of Term 3 this year, a female only group.



Beginning of the year, we introduced woodturning to some of the learners. Last week Ray took up the challenge and turned a lovely wooden ball point pen for his wife.

Susan always like to work on the lathe, she has finished two small projects in the single session. Projects such as small red gum bowl, Oregon salad bowl, ball point pen, French rolling pin, tea light holder and small boxes etc.

It is wonderful to see all the learners completing their projects and came back with good and positive feedback from their friends and family members.



Key Figures 2019

Number of Enrolments

1,500

Learners

40% Male
60% Female

Vic average:
Female 75%
Male 25%

Programs Run

145

Learners not born in Australia

26%
Afghanistan

8%
Burma

12%
Sri Lanka

10%
Iran

Meals
Served
1,200

Learners
from a **CALD**
background

60%
Victorian Average:
21%

Teaching
Hours
Delivered

68,000



Ali Aziz
Operations
Co-ordinator

“A leader is best when people barely know he exists, when his work is done, his aim fulfilled, they will say: we did it ourselves.”

Lao Tzu

A Word From The Co-ordinators

2019 has been a busy and fulfilling year. My new role as Operations Co-ordinator has provided me an opportunity to bring together technology, project management and training skills and to contribute towards planning and improving operational capability of DCLC.

Based on feedback and research, new robotic kits were bought for our robotics and coding program. This has helped us to improve the quality of delivery of this program.

Work was undertaken to better maintain and improve operational capacity of our IT infrastructure. This year DCLC will see NBN transfer and streamlining of our technology infrastructure.

Again this year, our volunteer program has contributed to the community by providing opportunities for volunteers. Student placements this year have come from Chisholm TAFE, Stott's College, Deakin University and RMIT University.

I look forward to a fantastic 2020!





Diana Lambros
Education
Co-ordinator

“Leadership is not about you; it’s about investing in the growth of others.”

Ken Blanchard

What a successful year we have had! New learners, new programs and new partnerships!

We have welcomed many new learners to the centre this year. It’s been wonderful to see how well they have settled in, gained skills and formed positive relationships. A special welcome to our learners that are seeking asylum, we support you and stand by you as you start this new chapter.

Our new programs have proven to be a hit! This year we have introduced programs in commercial cookery, aged care and disability services, women’s wood working and robotics. This diversity has allowed our learners to explore new and exciting options towards further study and employment.

They have even sold some of the products they have made and are now in the process of starting their own micro business! Some of our learners were also recognised for their creative cooking skills. Their winning recipes to be published in the Share Plate cook book!

We are grateful to our fellow community service providers who have supported our work and our learners. We thank-you for being special guests in our classes and informing our learners on fire safety, water safety, financial wellbeing, MyGov services and studying at TAFE.



English Programs



Mystica Perea

“The English language has a deceptive air of simplicity; so have some little frocks; but they are both not the kind of thing you can run up in half an hour with a machine.”

Dorothy L. Sayers

Teaching English is at the heart of our programs at Dandenong Community and Learning Centre. We teach 12 different English programs per week, and in many of our other classes, like cooking and computers, our teachers are teaching English through the medium of information technology or food preparation. Removing the barriers that lead to social isolation is pivotal in our delivery of English throughout all our programs.



Advanced Literacy

Learners from India, Sri-Lanka, Egypt, Bosnia, Argentina and Australian born students form the Advanced Literacy program. Those with higher IT /language skills assist others during lessons so that we all achieve together.

Participation in community events and networking helps to gain employment. Being enrolled in the program provides pathways to further study, volunteer-tutor training & volunteering at other community organisations.

One learner has been successful in enrolling in a vocational cookery course. Another, qualified in aged care services, practised interview skills through role-plays in the classroom and has been successful in obtaining employment.

We enjoy learning together and have formed a network of friendship and support for each other.



Community Garden

“No occupation is so delightful to me as the culture of the earth, and no culture comparable to that of the garden.”

Thomas Jefferson



***Dandenong Community
& Learning Centre would
like to say a HUGE “Thank
You” to all our amazing
Volunteers and Student
Placements.***

***Your work has been
incredible and without
YOU we can’t function.***



Partnerships

A partnership is an arrangement where parties, known as business partners, agree to cooperate to advance their mutual interests.

The partners in a partnership may be individuals, businesses, interest-based organizations, schools, governments or combinations.

Organizations may partner to increase the likelihood of each achieving their mission and to amplify their reach. A partnership may result in issuing and holding equity or may be only governed by a contract.

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 compliment our skills. In the past five years we have partnered with:

- Neighbourhood House Victoria
- Department of Health and Human Services
- City of Greater Dandenong Council
- Dandenong South Primary School
- Wellsprings for Women
- Springvale Learning and Activities Centre
- Springvale Neighbourhood House
- Keysborough Learning Centre
- Noble Park Community Centre
- Department Early Education and Training
- Adult Community Further Education (ACFE)
- Community House Network
- Dandenong RSL
- Enliven
- Life without Barriers
- Dandenong South Primary School
- Rosewood Downs Primary School
- Wooranna Park Primary School
- Enjoy Church
- Jesuran Wellness Centre
- Reaching Out Because We Can
- CFA
- Silvertown Primary School
- Servants of 2 Hearts
- Deakin University
- Stotts College
- Chisholm TAFE
- RMIT
- Foodbank
- Anglicare
- Monash Health
- Southern Migrant & Refugee Centre
- The Salvation Army
- Centre for Multicultural Youth
- Launch Housing
- Interfaith Network of City of Greater Dandenong
- Drug Court: Magistrates' Court of Victoria

Acknowledgements

Dandenong Community and Learning Centre is supported by financial assistance from the Local, State and Federal Governments. We thank all the organisations and individuals who support our work.



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
- CFA - Country Fire Authority

Donations

We thank those people who made donations towards our day-to-day running costs and to the programs and activities of the Centre. The donations received in 2019 include:

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

Annual Report

- **Photography**
Rod Bryson
- **Print Publication**
Tuan Tran - Eplot
- **Report Writing**
DCLC Staff
Board Members

Professional Service Suppliers

The Centre suppliers include:

- APL Financial/Coventrees - Auditor
- Earle Electricals
- Bunnings - Dandenong
- Officeworks - Dandenong



Dandenong Community and Learning Centre Inc
34 King Street
Dandenong Vic 3175

Telephone: 03 9792 5298

Email: admin@dandenongnh.org.au

Inc No: A0038083E

www.dandenongnh.org.au

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