

DANDENONG COMMUNITY & LEARNING CENTRE

ANNUAL GENERAL REPORT 2019-2020

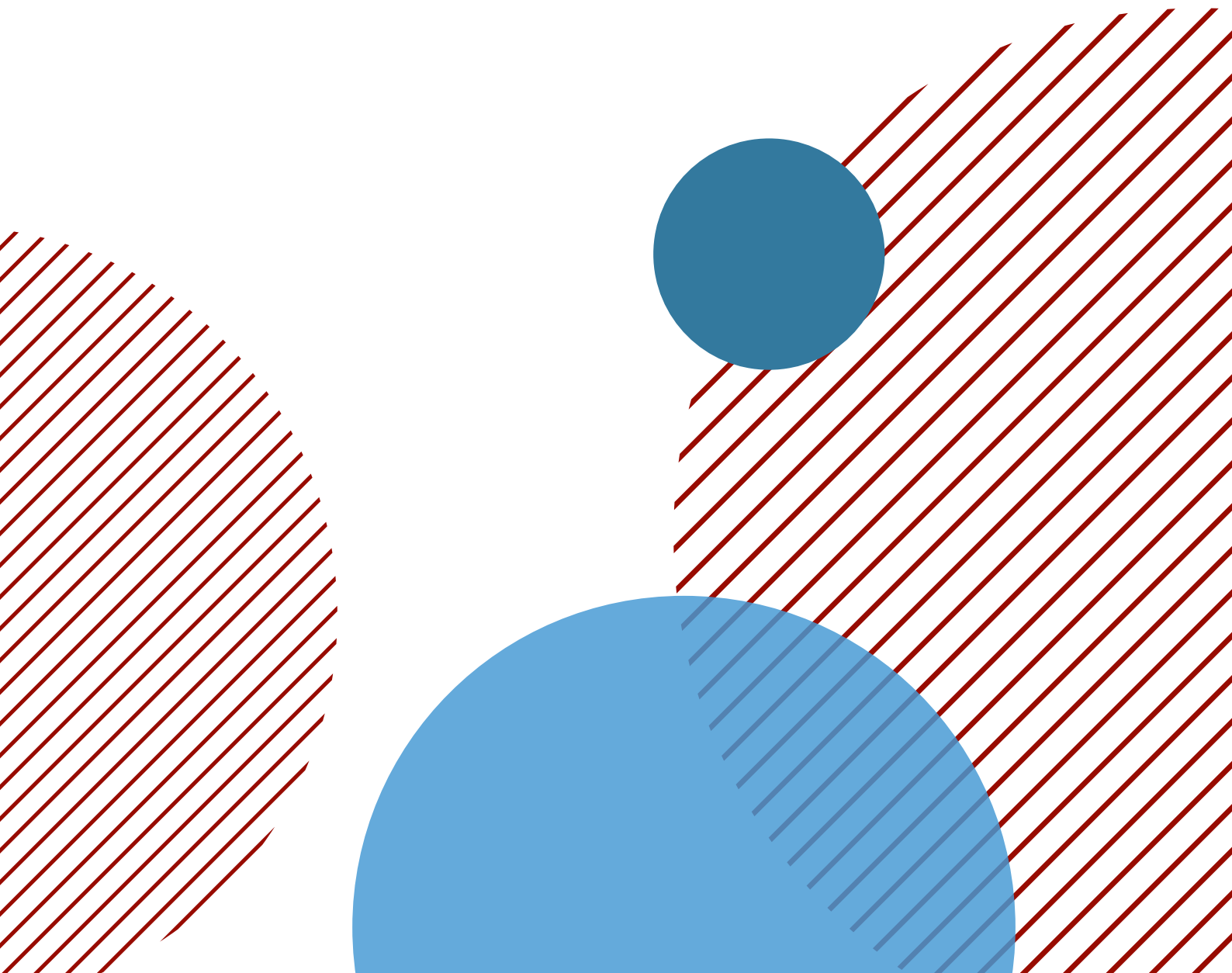




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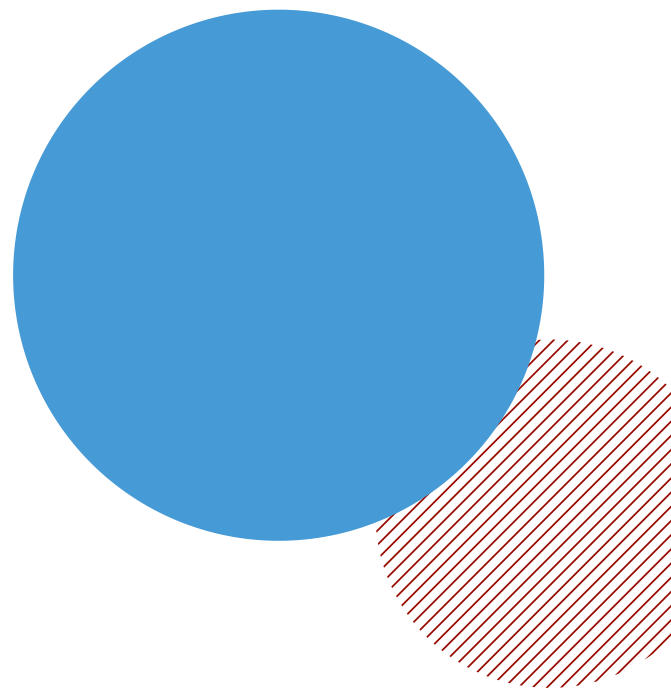
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CHAIRPERSON'S REPORT



Welcome to our Annual Report. As we all know, it has been an incredible year. Without any doubt it has been a tough year for everyone, with COVID-19 presenting challenges for our Centre that we have not experienced before. The impact on our sector and communities has been immense.

In my report last year, I finished off wishing you all a successful year ahead. Well, I can honestly say, despite all the challenges we have encountered, it has been a highly successful year.

Our Centre Manager and Co-ordinators have met every challenge and outdone themselves in finding and developing new ways of working to provide continuation of services for our communities. As a Board of Governance, we are incredibly proud of all our staff with what they have achieved to keep the Centre in operation.

Their achievements have included the largest ever delivery of ACFE hours and highest number of enrolled students in the history of DCLC.

New ways of working with students on-line was set up, with 30 classes being delivered through Zoom. New flexible ways of working with our learners was set up via phone, WhatsApp groups, recorded YouTube instruction, and mail out learning materials. Welfare and mental health calls were made to all our students each term, creating a closer engagement with them beyond the classroom.

Throughout lockdown we provided no cost programs for our asylum seeker students and their communities.

A new website has been created, and a grant from the City of Greater Dandenong has provided for the development of a volunteer program that will commence in 2021. We are currently planning and developing possible new community programs we envisage will be implemented during 2021.

CHAIRPERSON'S REPORT



Our zoom classes have been a huge success, and we have received great feedback from our student learners, who coped incredibly well with the changes they each encountered. Running classes on Zoom involved the tremendous commitment of our Co-ordinators team, staff, teachers, and volunteers. There is no way such successful outcomes could have been achieved without them.

Our commendations to you all, you are an amazing group in what you have achieved throughout these extraordinary times we have been through, and still to come out of.

Our Board has undergone some changes this year with our long time Board Member, Desally Walliker needing to resign, and we take this opportunity to again thank Desally for all her hard work and commitment.

Thank you to our Board of Governance members for your continued commitment in this year of historic change, continuing to work together and ensuring we maintain high standards of compliance and reporting.

A big thank you to our Treasurer, Gerard Francis, who has completed another great year of financial reporting.

We are ever grateful to our funders for your continued commitment to our Centre, which has, especially this year, seen us through the changes encountered and working on-line to continue to provide the many classes and programs we have for our learners and participants:

- Adult, Community and Further Education (ACFE)
- Department of Education and Early Childhood Development
- Department of Industry, Innovation and Science (Stronger Communities)
- City of Greater Dandenong Council
- Department of Health and Human Service
- Department of Jobs, Precincts and Regions

We wish all our learners and program participants a great year ahead of learning, self-development and making friends at our Community Centre, where we are expecting to re-open our doors in January 2021 to you, as well as continue to work with you on-line.

We look forward to working with you and our communities in 2021 and to see you dropping into our Centre to say hello, finding out who we are and what we do, enrolling in our classes, and letting us know how you are going.

MANAGER'S REPORT



What a year! The 2019-2020 year has been unlike any in Dandenong Community & Learning Centre's (DCLC) history, with the COVID-19 Pandemic dominating much of our lives for nearly the entirety of 2020. Despite the challenges we faced, everyone pulled together to create a new online learning framework that previously hadn't existed.

This was a tremendous achievement from all involved, including our Coordination team who helped conceptualise it and our staff that enacted the changes, and all teachers that taught on this new training forum. 2020 presented many challenges to our normal way of service delivery, but we adapted and have emerged stronger as a result.

The start of 2020 saw the resignation of former Business Manager, Robyn Coslovich after seven years with DCLC. We wish Robyn well with her new endeavours and thank her for her work at DCLC. With Robyn's departure, I was tasked with amalgamating the role of Program and Business managers into the single role of Manager.

Taking on the new role with dual responsibilities was made easier with the support of our amazing Coordination team which includes Ali Aziz, Diana Lambros, Susan Paisley, Ian Wilshusen and Deepa Nair. This fantastic group of leaders have been a tremendous support to me and have worked tirelessly all year long.

2020 started with excitement, with a fresh agenda and new ideas for the future of DCLC. Unfortunately, as with the entire world, we were stymied by the Pandemic, which caused us to reassess our delivery parameters and move forward conservatively.

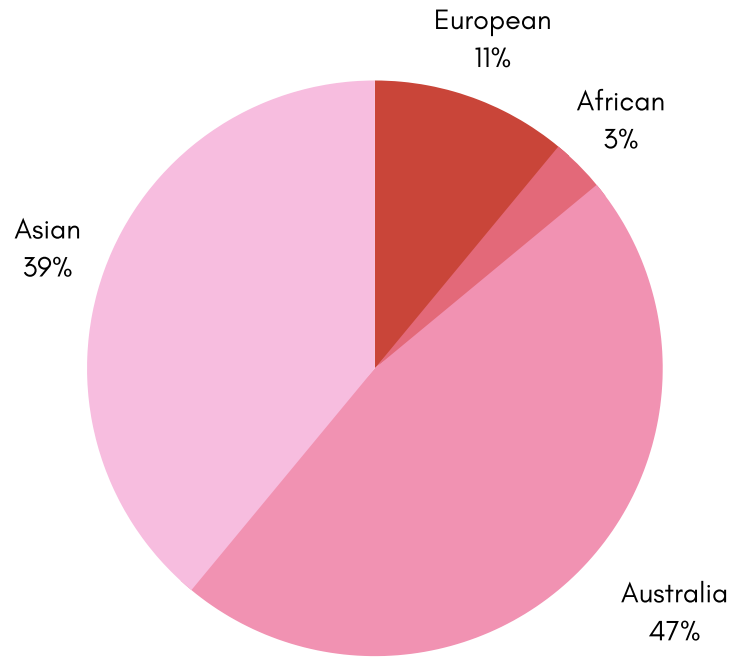
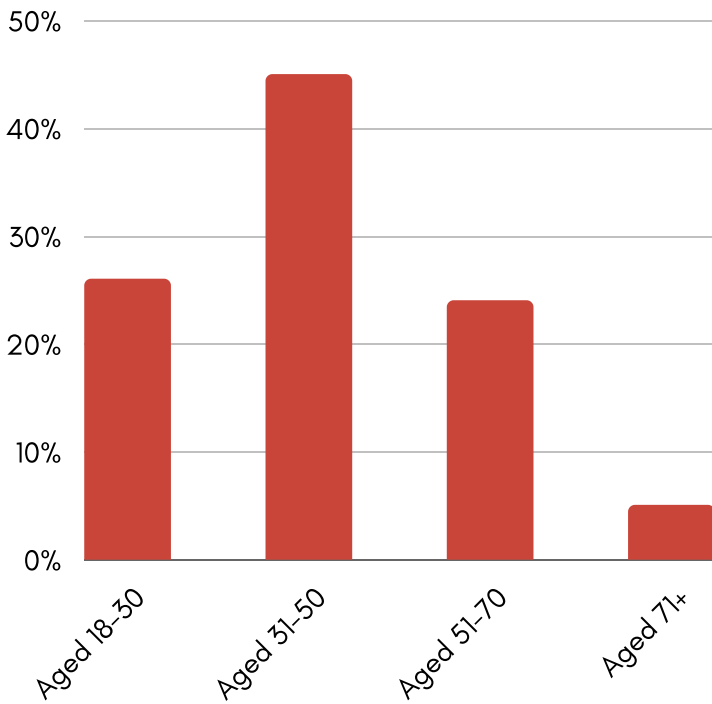
Despite this setback, our new online delivery saw us reach a new group of learners and gave us a new mode of delivery that we can move forward with. It was incredible to see our teachers, who haven't taught in an online format previously, adapt so quickly to mastering the systems required for online learning and deliver high quality training.

The future is bright for DCLC and with the development of several programs taking shape, including a more robust volunteer recruitment system, a wraparound strengths based approach to all students and two innovative community outreach programs to be unveiled, we are looking ahead to 2021 with great optimism as DCLC continues to expand and serve the City of Greater Dandenong.

PROGRAM DELIVERY

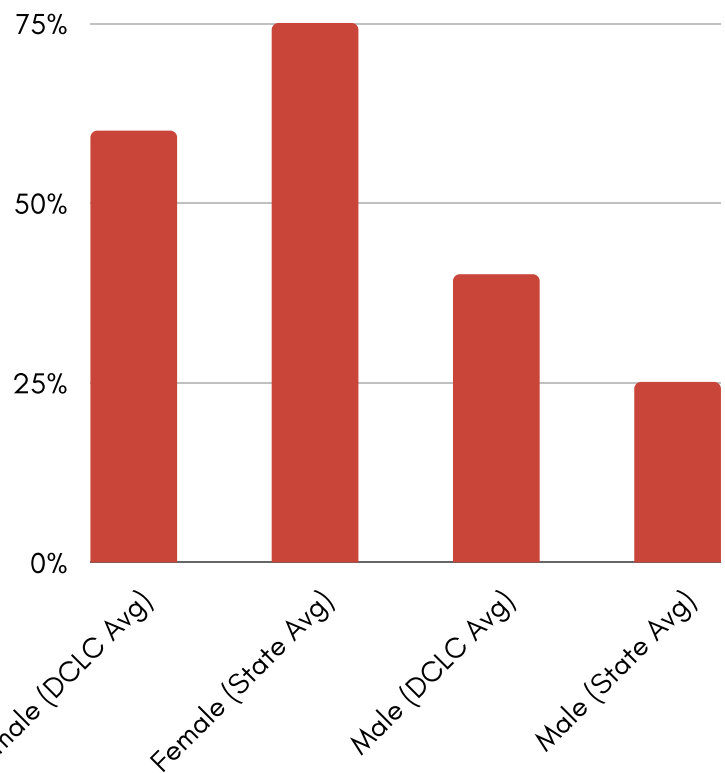
DCLC has offered a range of training programs during 2019-2020. These program included English, digital literacy, hospitality, woodworking and industry taster program.

Some of the details of these programs is represented in graphs below.



Industry taster programs included

- Introduction to Agedcare
- Introduction to Childcare
- Introduction to Disability Services



THE FIGURES

54%

LEARNERS
BORN
OVERSEAS

79

CLASSES
OFFERED

60%

LEARNERS
FROM CALD
BACKGROUND

COVID-19 RESPONSE



During the Pandemic Dandenong Community and Learning Centre (DCLC) responded effectively to address emerging community needs. Following are some of the programs and initiatives:

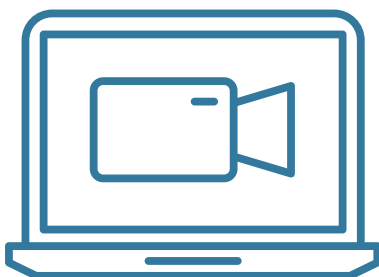


23 ONLINE CLASSES

DCLC is offered 23 classes covering 9 different programs. Programs included Computers, Cooking, English, Sewing, Woodworking, Agedcare & Disability Services and Childcare.

FLEXIBLE TRAINING DELIVERY

DCLC offered flexible training options. Training was delivered in a range of format which included workshop, class based, over mobile phone and Whatsapp. Number of customised videos were developed to address targeted needs of learners.



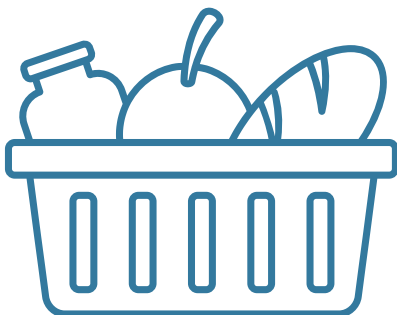
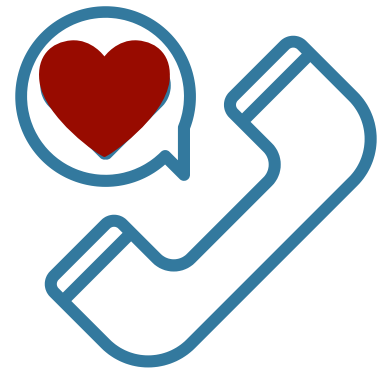
ZOOM TRAINING

DCLC responded to emerging needs of the community and offered Zoom training at no cost. Many community members attended the training to help with their learning and connecting with family and friends.

COVID-19 RESPONSE

WELFARE CALLS & MENTAL HEALTH SUPPORT

DCLC connected with community members and volunteers through welfare calls. For many, DCLC is a place to connect with their local community. DCLC supported staff and volunteers with professional development in mental health and related topics.



MATERIAL AID

DCLC provided about 1300 Kg of material aid to the local community, delivering to their doors. Families were supported by providing them required material aid (food ingredients) and appropriate cooking program. This helped to address nutrient needs of the families.

SUPPORTING ASYLUM SEEKERS

DCLC provided support to asylum seekers, with its program of material aid, online learning programs and welfare checks. Programs and services were offered to asylum seekers at no cost.



NORIZAN JOHARI'S STORY



I am from Kuala Lumpur, Malaysia. I have completed my schooling in Malaysia.

I have worked in the government, private and banking sectors in Malaysia. Few years ago I was laid off due to my involvement with a political NGO. I struggled financially and was finding hard to find work as I was discriminated against due to my age. I decided to come to Melbourne.

Initially I worked at farms and in the cleaning industry. Unfortunately I found it challenging to work in these industries as sometimes my salary was not paid. I bore all this patiently.

My friend, Sally and I decided to look for other opportunities. We approached relevant organisations and got registered with an asylum seeker resource centre (ASRC). ASRC referred us to Dandenong Community and Learning Centre (DCLC) for training courses.

We were excited about this opportunity and approached DCLC on 10th of February 2020. We started an Introduction to Aged Care course. Our teacher was Devi Torpy. We found Devi to be dedicated and experienced.

Devi helped me to learn relevant topics and it gave me confidence to apply for a job.

Devi, thank you for the opportunity and the knowledge you shared.

On 18th February 2020 I applied and got a job with Bright Future as a Disability and Mental Health worker.

My first day at work was on 24th of February 2020. My work performance improved a lot due to the course I did with DCLC.

On 1st of May 2020 I started to work full time and on 1st of September 2020 I received a promotion at work. I love working in this sector and aim to study further. Contributing towards the wellbeing of other people brings a lot of satisfaction to me. Devi's guidance, support and training has contributed a lot towards my career and building my life in Australia.

I am very grateful to Devi and DCLC and wish you all the best.

SALIMAH OSMAN'S STORY

I am from Kuala Lumpur, Malaysia. I have a degree in Education from National University of Malaysia. I worked as a teacher for about 12 years. I ran my own car dealership and ran a beauty business for a number of years.

I have a specialised certificate in massage and skincare. I worked in this industry for about 15 years. Due to a few reasons I needed to sell my businesses. I came to Melbourne in September 2018.

Initially I worked as a massage therapist at number places in Melbourne. It kept me busy but I was looking for further study opportunities.

I approached relevant organisations and got registered with an asylum seeker resource centre (ASRC). ASRC referred me to Dandenong Community and Learning Centre (DCLC) for training courses.

I found DCLC is offering Introduction to aged course. I have been looking for a course like this for a long time. Finding this course was like a dream come true for me.

I started this course in February 2020 and Devi Torpy was my teacher. This course helped me not only to understand relevant concepts but also gave me the confidence to apply for a job in the sector.

I believe taking this course and guidance from Devi have opened this career opportunity.

Devi helped me at every step and I applied for a casual support worker position at Bright Future Care. I got the job and started work with about 7 hours per week. Steadily my working hours increased and currently I am working about 30 hours per week.

I believe taking this course and guidance from Devi have opened this career opportunity. One of the valuable lessons I have learnt is about self care. I aim to continue studying in this sector.

I would like to thank Devi and DCLC for offering such a relevant course and all the help and guidance. I really like attending Devi's classes and she makes learning fun and enjoyable.

TREASURER'S REPORT



“A big part of financial freedom is having your heart and mind free from worry about the what -ifs of life.”- Suze Orman

Dandenong Community and Learning Centre (DCLC) has achieved stability and financial adequacy through its robust performance in the last few years and created financial stability within reason to explore new platforms through the crisis caused by the contagion and its disruptive consequence to normal life through the second half of financial year 2020.

The learning centre received federal and state government support with different economic support packages to ensure that the centre continues to operate and deliver its services to the Dandenong Community.

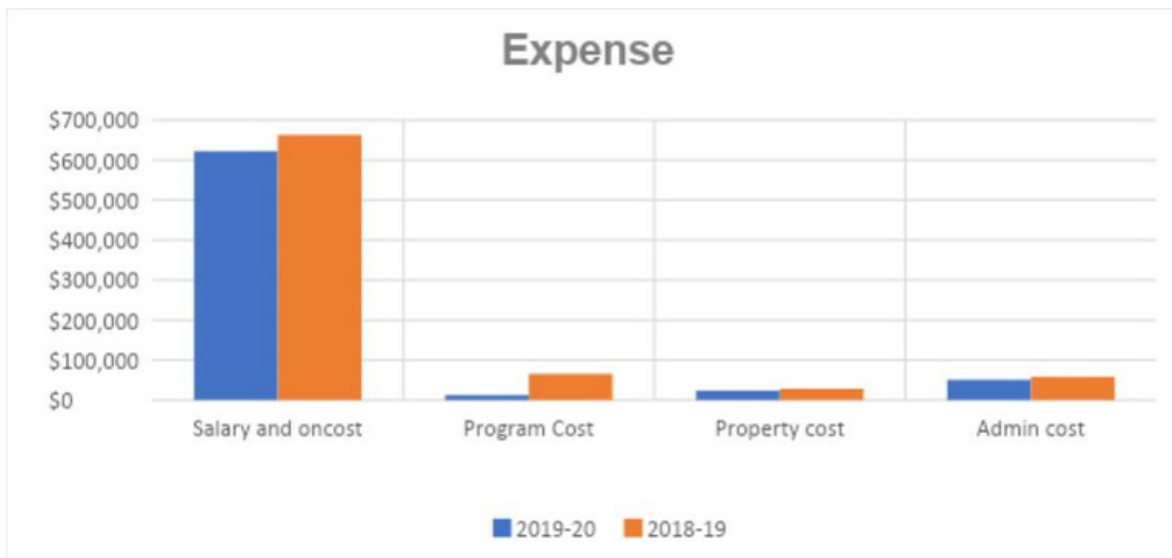
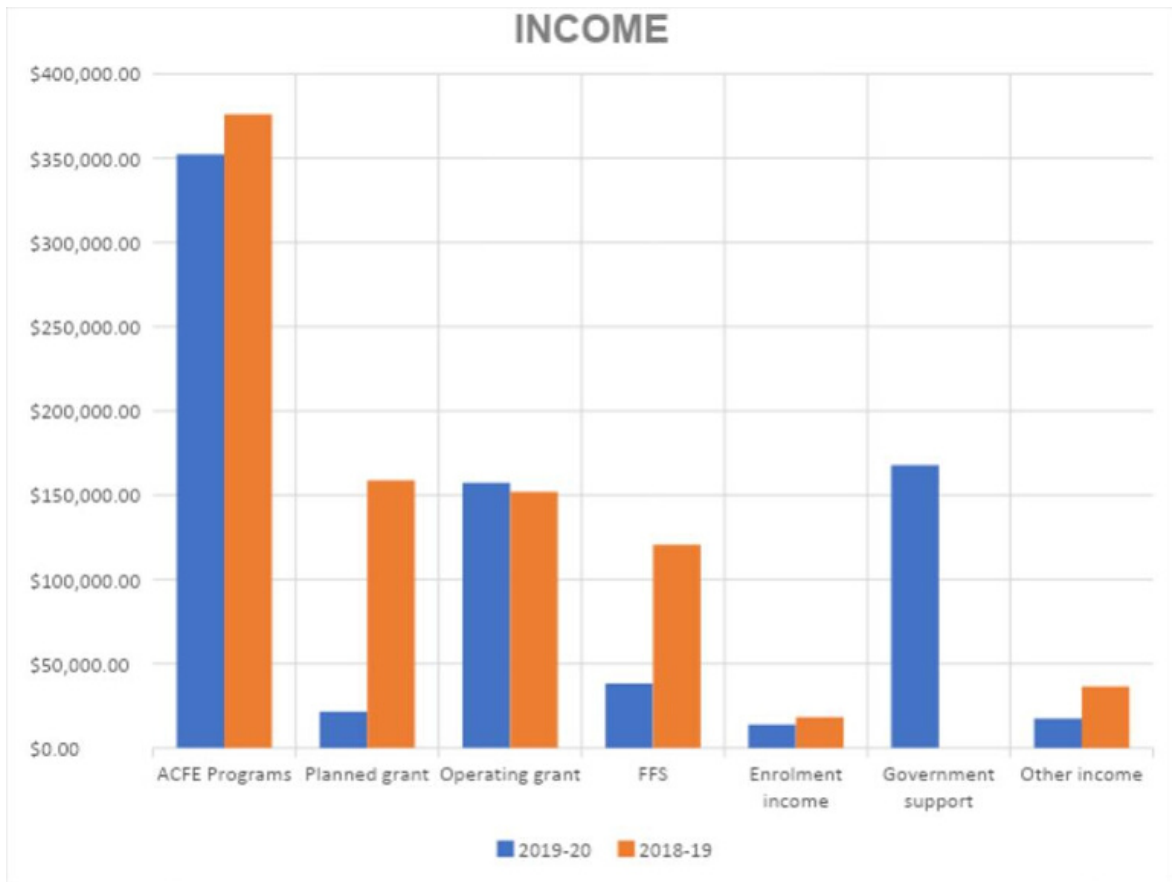
DCLC has come in with a higher surplus compared to last year significantly due to the financial support it received from the government and by operating with a lid on its entire non-critical expenses.

The financial outcome is just a silver lining to the ability to have sustained services and deliver remarkable value as an organisation to the community during this difficult time.

Income and Expenditure

The following graphs reflect the different grant/income and key operating costs as a comparative with last year. The Centre's income was reduced by 11% over FY19 and concluded the financial year with a 8% surplus over expenditure underpinned by government support without which we would have incurred a deficit of \$ 106,278.

TREASURER'S REPORT



TREASURER'S REPORT



Financial Position

DCLC is financially well positioned with cash at bank showing a net equity increase of 12.5%, as of 30th June 2020, over the last financial year. DCLC continues to strive to grow its services to the community in a way that it is fruitful and plays a role in enabling its community to be engaged socially and economically through its various services.

The financial stability that the current equity provides ensures a degree of sustainability, allowing the centre to diversify and expand by investing in new programme initiatives and infrastructure and 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 TEAM



Board of Governance

Executive Members

Kathleen West (Chairperson)
Gerard Francis (Treasurer)

General Members

Anthony Yeo
Desally Walliker (Resigned 2020)
Garry Porter (Interim Secretary)
Jah Smith (Resigned 2020)

Life Members

Di Mossenton-Brown
Jan Davies Brown
Norma Murphy
Peter Moylan

Management

Troy Pittaway

Co-ordination Team

Ali Aziz (Operations Coordinator)
Diana Lambros (Education Coordinator)
Ian Wilshusen (Shed Coordinator)

Administration Team

Carol Campbell
Deepa Rahul Nair (Finance Officer)
Susan Paisley (Administration Coordinator)

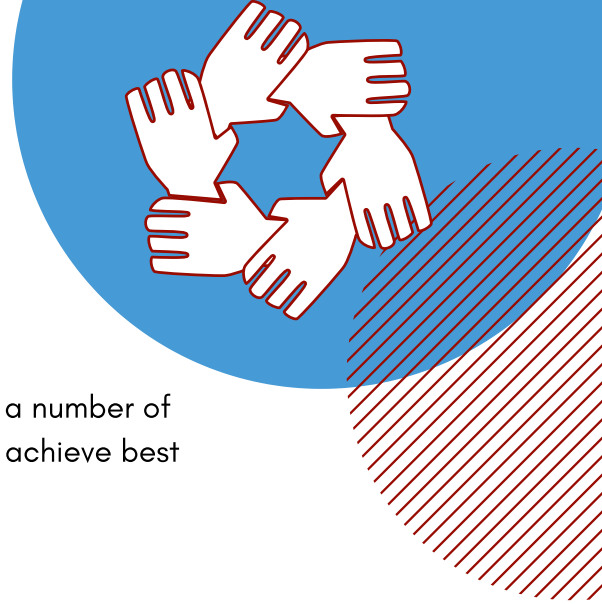
Teachers

Aliya Mossammat
Devi Torpy
Linda Sinclair
Maria Cima
Michelle Hood
Robyn Hill
Robyn Saundercock
Rod Bryson
Sadia Sheraz
Sharon Ramsay
Sobana Hanif
Tim Cheng
Violet Torabi

Volunteers

Susan Wilkins
Bozena Kordos
Leanne Conway
Alison Jones
Reza Ghafari
Robyn Fricsons
Shaista Veremeenco
Jason Curtis

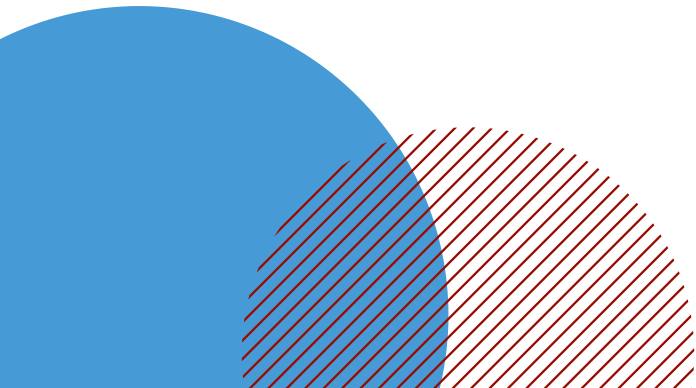
OUR PARTNERS



Dandenong Community and Learning Centre (DCLC) is part of a number of networks and partners with a range of organisations aiming to achieve best outcomes for the community. This includes:

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 Education and Training
Adult, Community and 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
Country Fire Authority (CFA)
Silverton Primary School
Servants of 2 Hearts
Deakin University
Stotts College
Chisholm TAFE
Royal Melbourne Institute of Technology (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



ACKNOWLEDGMENTS

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



Australian Government

Department of Infrastructure, Transport,
Regional Development and Communications

DEPARTMENT OF
INFRASTRUCTURE, TRANSPORT,
REGIONAL DEVELOPMENT AND
COMMUNICATIONS



Australian Government

Department of Industry,
Innovation and Science

DEPARTMENT OF INDUSTRY,
INNOVATION AND SCIENCE



Health
and Human
Services

DEPARTMENT OF HEALTH
AND HUMAN SERVICES



Education
and Training

DEPARTMENT OF EDUCATION
AND TRAINING



Jobs,
Precincts
and Regions

DEPARTMENT OF JOBS,
PRECINCTS AND REGIONS

ACKNOWLEDGMENTS

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ADULT, COMMUNITY AND
FURTHER EDUCATION BOARD
(LEARN LOCAL)



CITY OF GREATER DANDENONG



NEIGHBOURHOOD HOUSES
VICTORIA



COUNTRY FIRE AUTHORITY



COMMUNITY HOUSE NETWORK

THANK YOU
FOR YOUR SUPPORT



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